rheavendors

rheAction Professional V4.0N - User Guide

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1 Installation Notes

Before installing this new release, we recommend to remove any previously installed version of rheAction and older versions of the USB programmer V2 driver.
For using rheavendors USB programmer (V1 or V2), first of all, you have to install rheAction. Then you should install USB drivers according to the procedure described in this document (if you are using USB programmer V2, its drivers are automatically installed at the end of the rheAction setup), and you can eventually use rheAction with your rheavendors USB programmer. Resuming, the basic steps are the following ones:

- ❒ Install rheAction (a reboot is usually required)
- ❒ Install the rheavendors USB programmer drivers (if you're using an USB interface); this step is not required if using the parallel programmer
- ❒ Start rheAction and change the programmer settings according to the programmer you've just installed. A wizard panel will help you in this task

A detailed installation guide is described in chapter 3.

1.1 rheAction System Requirements

Software requirements when using USB programmer V2 - Supported operating systems: MS Windows 2000, MS Windows XP Home/Professional, MS Windows Server 2003 Standard/Enterprise, MS Windows Vista (Basic, Premium or Ultimate).

Software requirements when using USB programmer V1 or parallel programmer - Supported operating systems: MS Windows 98, MS Windows ME, MS Windows 2000, MS Windows XP Home/Professional, MS Windows Server 2003 Standard/Enterprise.
Hardware requirements - 50Mb of Hard Disk, 256Mb of RAM. Depending on your type of programmer you need also: a parallel port, a serial port, or an USB port. Suggested video resolution: 1024x768 or higher.
Note for Windows Vista users: rheAction has been tested on Windows Vista Ultimate, and it's compatible with the USB programmer V2 and with the parallel programmer.

2 What's new

Current release supports key programming through the following programmers:

- ❒ Parallel programmer (KIT0000022);
- ❒ rheavendors USB programmer V1 (KIT0000027 – the programmer has a white cover). Some rheAction functionalities (new machine configuration data and extended data audit) won't be available with this programmer, so if you want to take full advantage of new rheAction features we suggest to order the rheavendors USB programmer V1;
- ❒ rheavendors USB programmer V2 (KIT0000033 – the programmer has a black cover)

2.1 Changelog

Version V4.0N

- ❒ Starting with version 4.0M rheAction will come in 2 versions: Gold and Silver. The difference is that the former has got the possibility to configure luxury VMC and requires a mail activation of the software (registration requests should be sent to rheaction.rhea@gmail.com with the HW-ID number, XXXX-XXXX);
- ❒ Support for new VMC models: Cino XS Grande and Caffè Europa 2T;
- ❒ Added a parameter to fine tune the write operations with the USB programmer V2;
- ❒ Possibility to write up to 8 configuration files on the same rhea key (this feature is supported only by Cino XS Grande

Version V4.0A

- ❒ Mail activation of the software;
- ❒ Editable message file (in XML format) for each language (supported by new LuceX2);
- ❒ Support for luxury VMCs:
  - o Multiple ignitions of a product in the same selection (for preparing "double cappuccino" or similar drinks);
  - o VMC settings file in XML format;
  - o Editable message file (in XML format) for each language;
  - o GUI composer: a tool for customizing the Graphical User Interface of VMCs equipped with a screen / graphic display.

Version V3.5D

- ❒ Added Dutch Language.
- ❒ Fixed communication problem with the USB programmer V1

Version V3.5B

- Automatic driver installation process at the end of the rheAction installation;
- Signed driver of the USB programmer V2 (WHQL Certified for Windows 2000, XP, 2003 Server, Vista);
- Support for a new VMC model: LuceX2;
- Improvement of communication protocol of the USB programmer V2 in order to let it work properly in older computers (to avoid timeout errors);
- Fixed communication problem with the parallel programmer: the issue occurred with some PC brands;
- Software directory reorganization;
- Updated user manual.

Version V3.4A

- Support for localization (multiple languages). The following languages are supported: English, German, French, Spanish, Italian;
- Data Audit in EVA-DTS format through rheavendors memory cards (master software should be updated);
- Extended event logging (extended data audit) through rheavendors memory cards (master software should be updated); with this data audit the VMC will record on the memory card all the events (turn on/off, selections, offs, washing, ...) that occurs during the operation of the machine, together with their timestamps;
- Improvements of the “Autodetect USB port” functionality.

Version V3.3E

- Support for other machines: Sagoma Lena, Horeca, XM Inox and Generic model (with 30 selections);
- Improved usability for model selection panel;
- Copy/Switch selection utility: this functionality give you the ability to copy an existing selection configuration to another one (for instance you can copy selection #2 to selection #11 or switch them);
- Flash Memory card checking utility: a tool that shows what is currently stored on a flash card (Master, Slave, Machine Data, Data Audit info).
- Selection names configurator: through rheAction now you’ve the chance to choose a custom display name of each selection (master software should be updated in order to support this functionality);
- New format for dat files (machine configuration files): in order to store new data the dat file has been extended (and it cannot be opened with an older rheAction version). Backward compatibility is ensured: old dat files will be opened and converted automatically to the new format.

Version V3.2B

- Programmer selection panel and driver installation wizard;
- New Look and Feel and general improvements;
- Restored support for rheavendors USB programmer V1 (old type of rheavendors’ card - Blue Memory card - are programmable only with USB programmer V1 or with the parallel programmer).

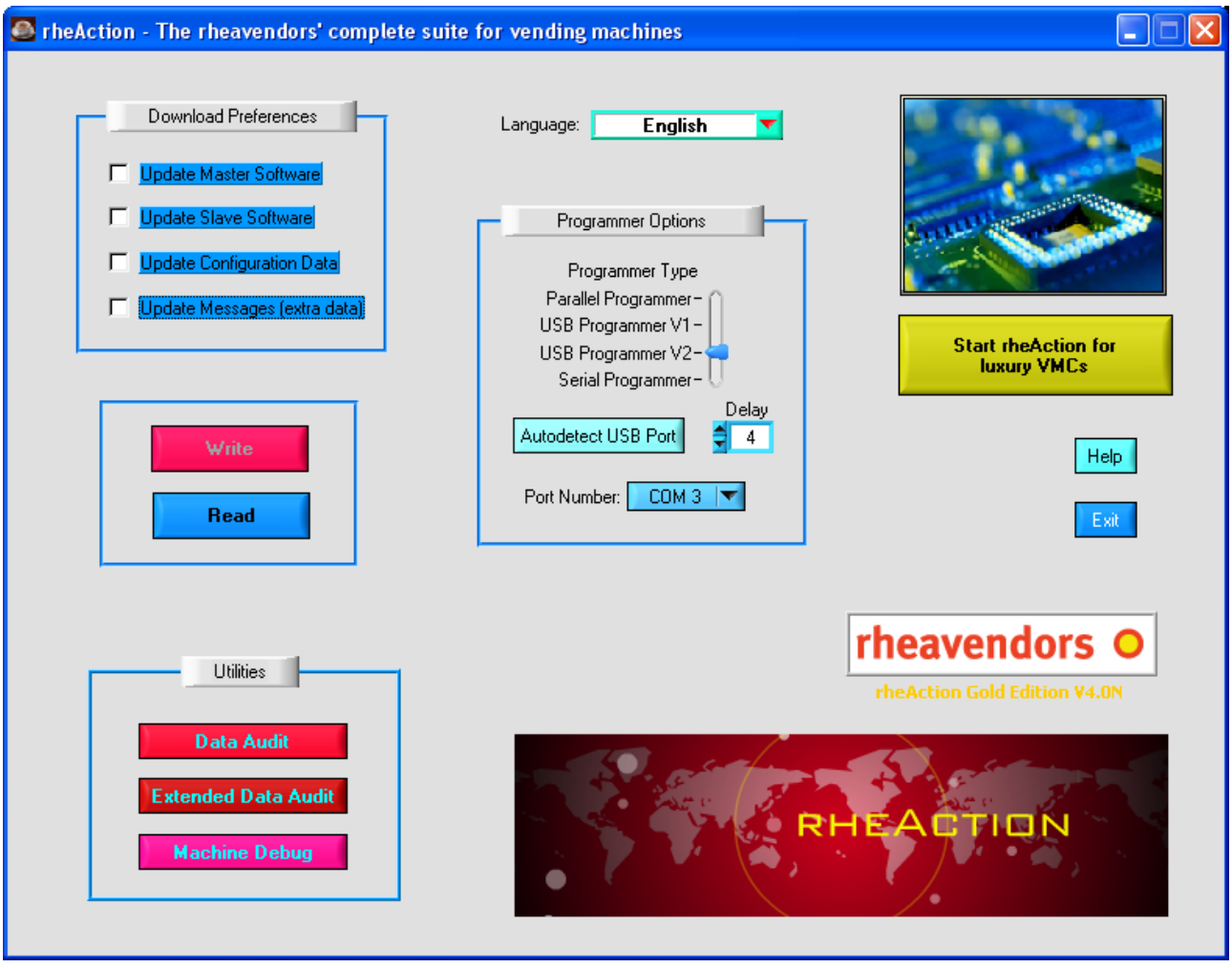
Version V3.1A

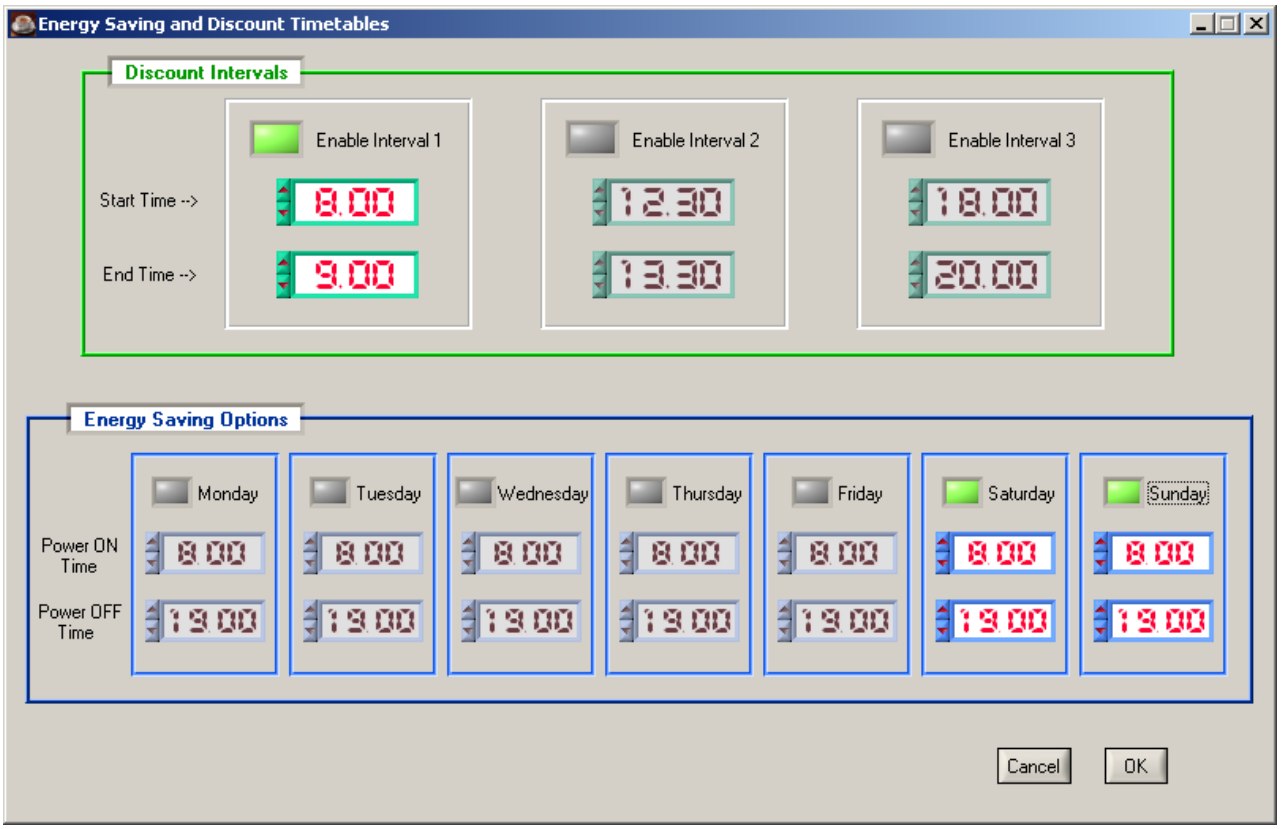
- ❒ Fixed the speed issue with the parallel programmer when using with the following Operating Systems: Windows XP, Windows 2000, Windows Server 2003.

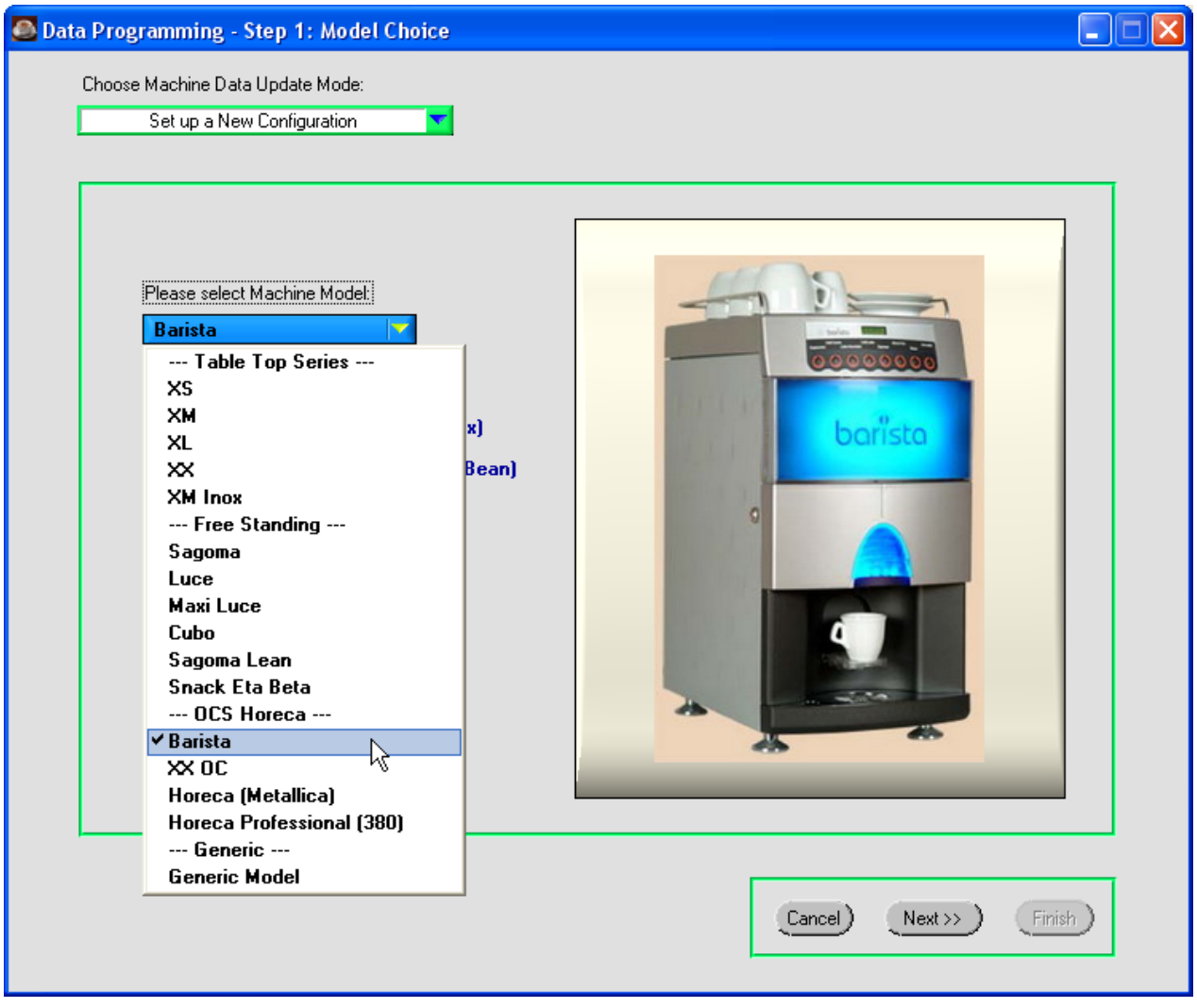
Version V3.0B

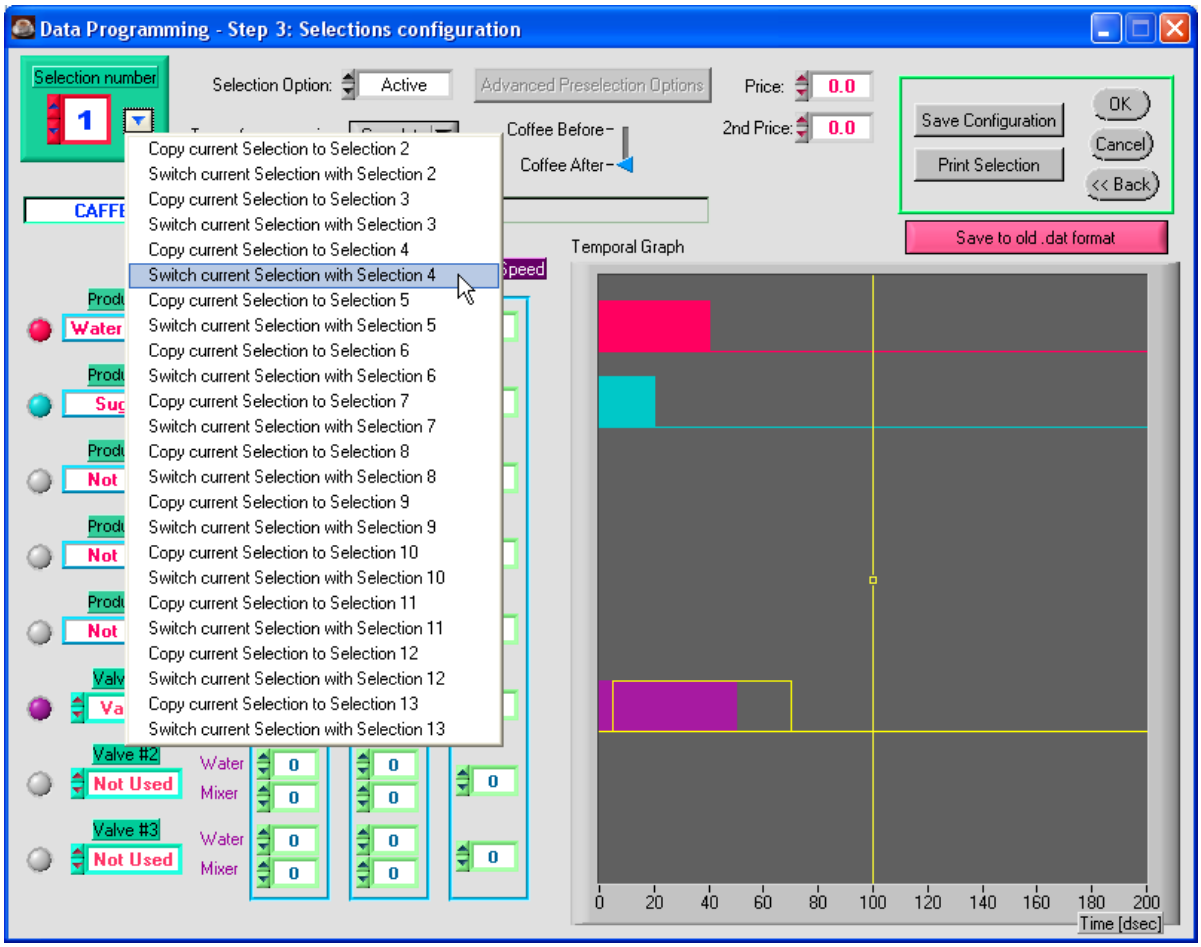
- ❒ Support for the new rheavendors USB programmer V2 (supporting USB 2.0 High Speed standard). This programmer works even with old USB hosts V1.1 or V1.0;
- ❒ Sensitive tooltip helps across the different panels;
- ❒ Energy saving timetables configuration;
- ❒ Discounts timetables configuration;
- ❒ Support for two new machines: Barista and XXOC;
- ❒ Support for new rheavendors' payment systems.

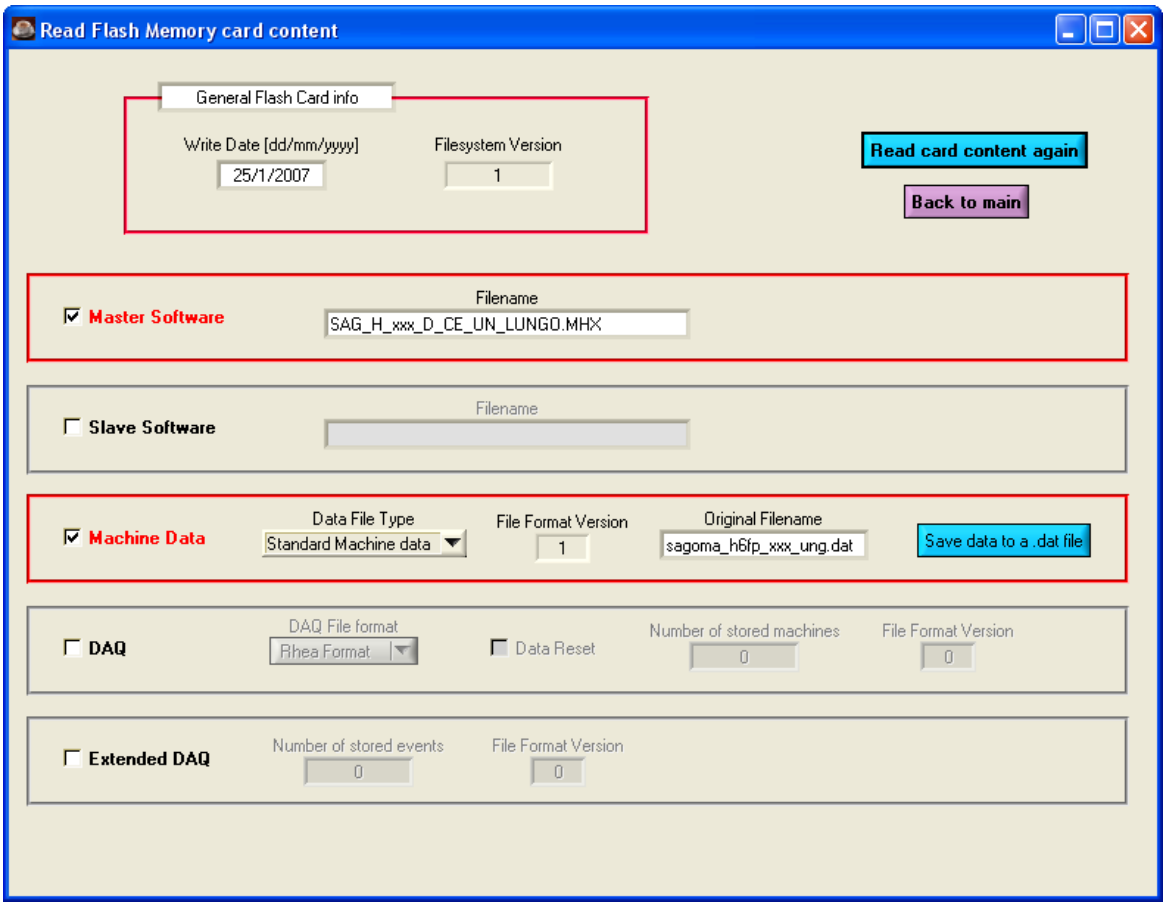
2.2 Some screenshots




Energy Saving and Discount Timetables
Discount Intervals
Enable Interval 1
Enable Interval 2
Enable Interval 3
Start Time -->
End Time -->
8.00
9.00
12.30
13.30
18.00
20.00
Energy Saving Options
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Sunday
Power ON Time
Power OFF Time
8.00
19.00
Cancel
OK


Data Programming - Step 1: Model Choice
Choose Machine Data Update Mode:
Set up a New Configuration
Please select Machine Model:
Barista
--- Table Top Series ---
XS
XM
XL
XX
XM Inox
--- Free Standing ---
Sagoma
Luce
Maxi Luce
Cubo
Sagoma Lean
Snack Eta Beta
--- OCS Horeca ---
Barista
XX OC
Horeca (Metallica)
Horeca Professional (380)
--- Generic ---
Generic Model
barista
Cancel
Next >>
Finish


Data Programming - Step 3: Selections configuration
Selection number
1
Selection Option:
Active
Advanced Preselection Options
Price:
0.0
2nd Price:
0.0
Coffee Before
Coffee After
Save Configuration
Print Selection
OK
Cancel
<< Back
Save to old .dat format
Temporal Graph
Copy current Selection to Selection 2
Switch current Selection with Selection 2
Copy current Selection to Selection 3
Switch current Selection with Selection 3
Copy current Selection to Selection 4
Switch current Selection with Selection 4
Copy current Selection to Selection 5
Switch current Selection with Selection 5
Copy current Selection to Selection 6
Switch current Selection with Selection 6
Copy current Selection to Selection 7
Switch current Selection with Selection 7
Copy current Selection to Selection 8
Switch current Selection with Selection 8
Copy current Selection to Selection 9
Switch current Selection with Selection 9
Copy current Selection to Selection 10
Switch current Selection with Selection 10
Copy current Selection to Selection 11
Switch current Selection with Selection 11
Copy current Selection to Selection 12
Switch current Selection with Selection 12
Copy current Selection to Selection 13
Switch current Selection with Selection 13
Water
Not
Not
Not
Valve #2
Not Used
Valve #3
Not Used
Water
Mixer
Water
Mixer
0 20 40 60 80 100 120 140 160 180 200
Time [dsec]


Read Flash Memory card content
General Flash Card info
Write Date [dd/mm/yyyy]
25/1/2007
Filesystem Version
1
Read card content again
Back to main
Master Software
Filename
SAG_H_xxx_D_CE_UN_LUNGO.MHX
Slave Software
Filename
Machine Data
Data File Type
Standard Machine data
File Format Version
1
Original Filename
sagoma_h6fp_xxx_ung.dat
Save data to a .dat file
DAQ
DAQ File format
Rhea Format
Data Reset
Number of stored machines
0
File Format Version
0
Extended DAQ
Number of stored events
0
File Format Version
0

3 Installing rheAction

Since version 3.0A, rheAction there two installation kits:

- Installation kit for: Windows XP (Home and Professional), Windows 2000, Windows Server 2003, Windows Vista. This kit has the following naming convention: "*rheaction[version]full.zip*", i.e. "*rheaction3.5Bfull.zip*" for instance.
- Installation kit for: Windows 98, Windows ME. This kit has the following naming convention: "*rheaction[version]_W98_WME.zip*", i.e. "*rheaction3.5B_W98_WME.zip*" for instance.

In order a kit, you should launch the executable named "setup.exe" located in the extraction folder of the zip file.

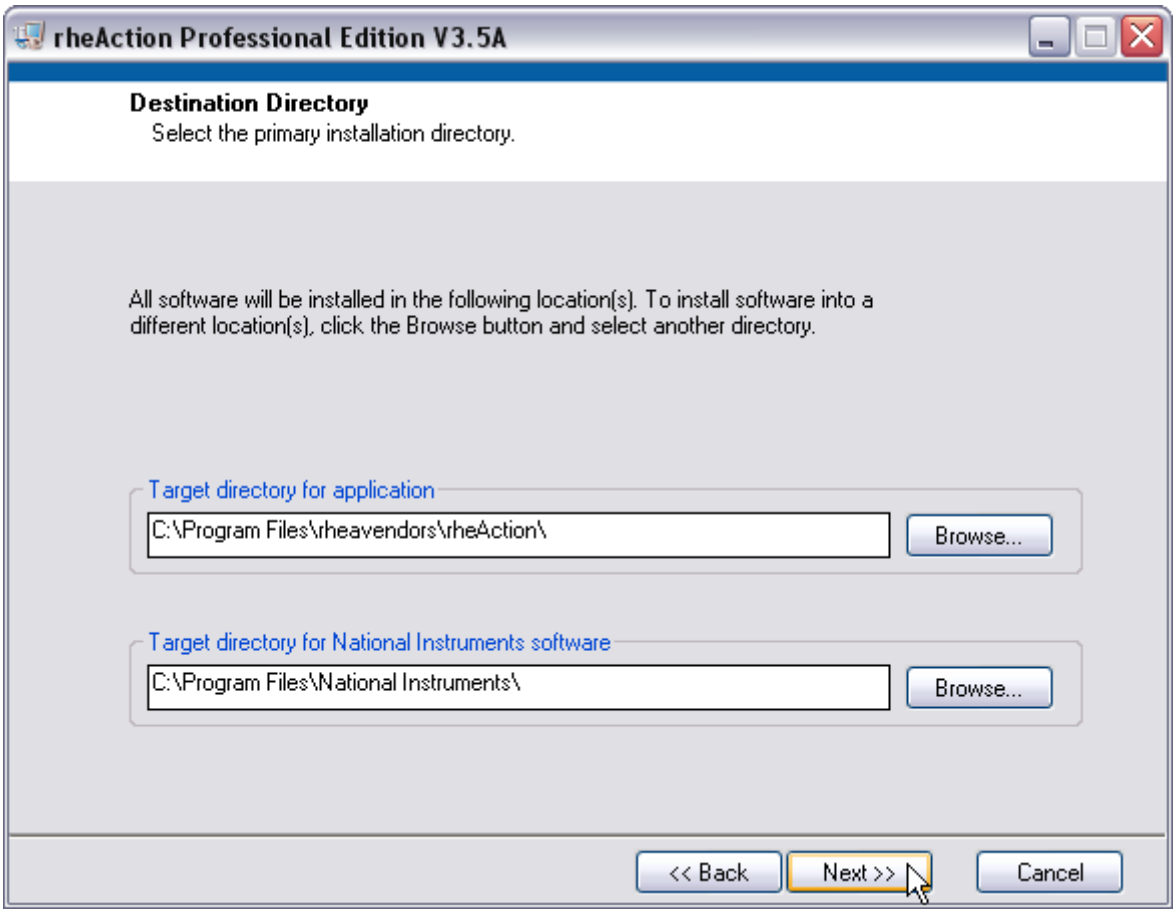
Note for Windows XP users: an upgrade to Windows XP Service Pack 2 (SP2) is suggested, but not mandatory for using rheAction. The Service Pack could be obtained through the Windows Update website (www.windowsupdate.com).

Version 3.5A will be the last one supporting Windows 98 and Windows Millennium.

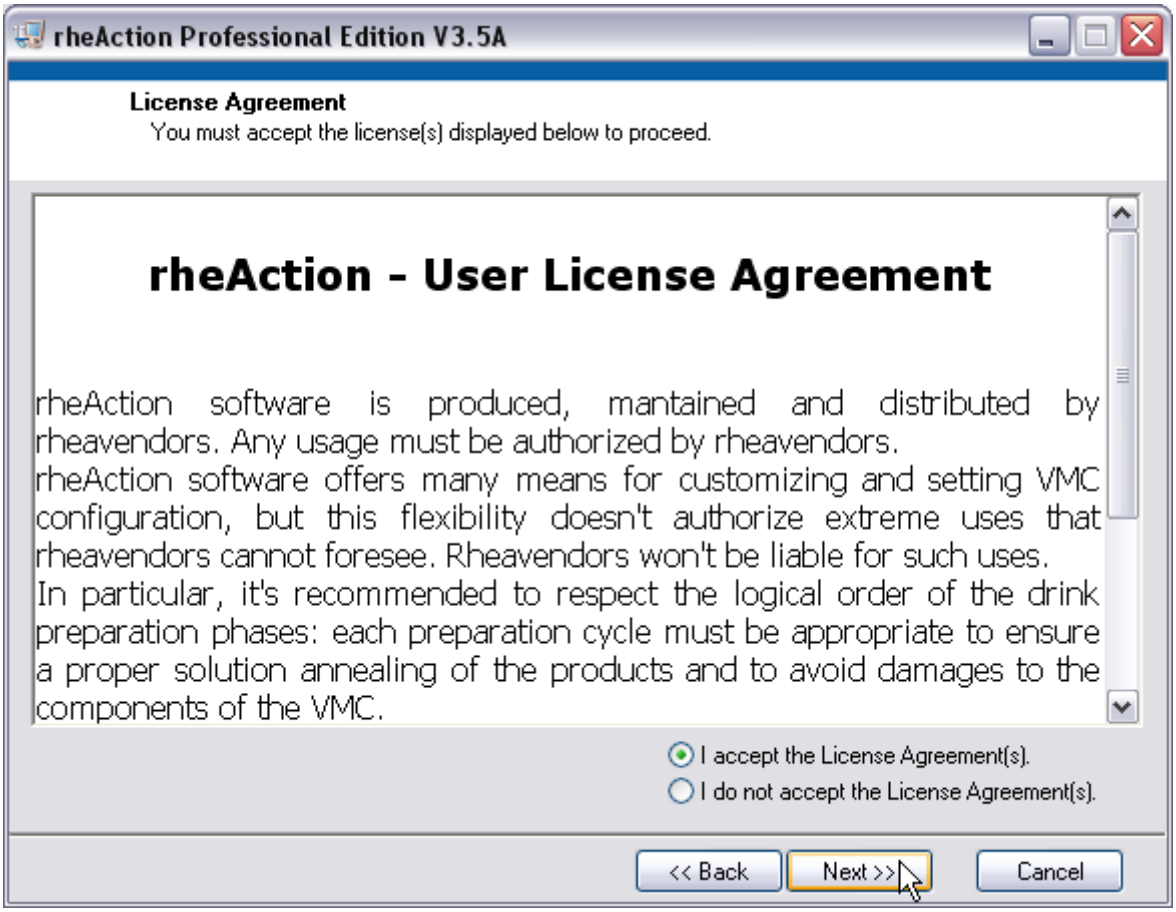
3.1 Installation procedure

Usually rheAction is shipped with one of the following ways:

- If you have downloaded a single .exe from our website (for example "rheAction3.5B.exe"), you can start installation procedure by clicking on the .exe file and, when prompted, type the correct password;
- If you have received an USB pen drive containing the installation click, click on the setup.exe file, in order to start the setup


rheAction Professional Edition V3.5A
Destination Directory
Select the primary installation directory.
All software will be installed in the following location(s). To install software into a different location(s), click the Browse button and select another directory.
Target directory for application
C:\Program Files\rheavendors\rheAction\
Browse...
Target directory for National Instruments software
C:\Program Files\National Instruments\
Browse...
<< Back
Next >>
Cancel

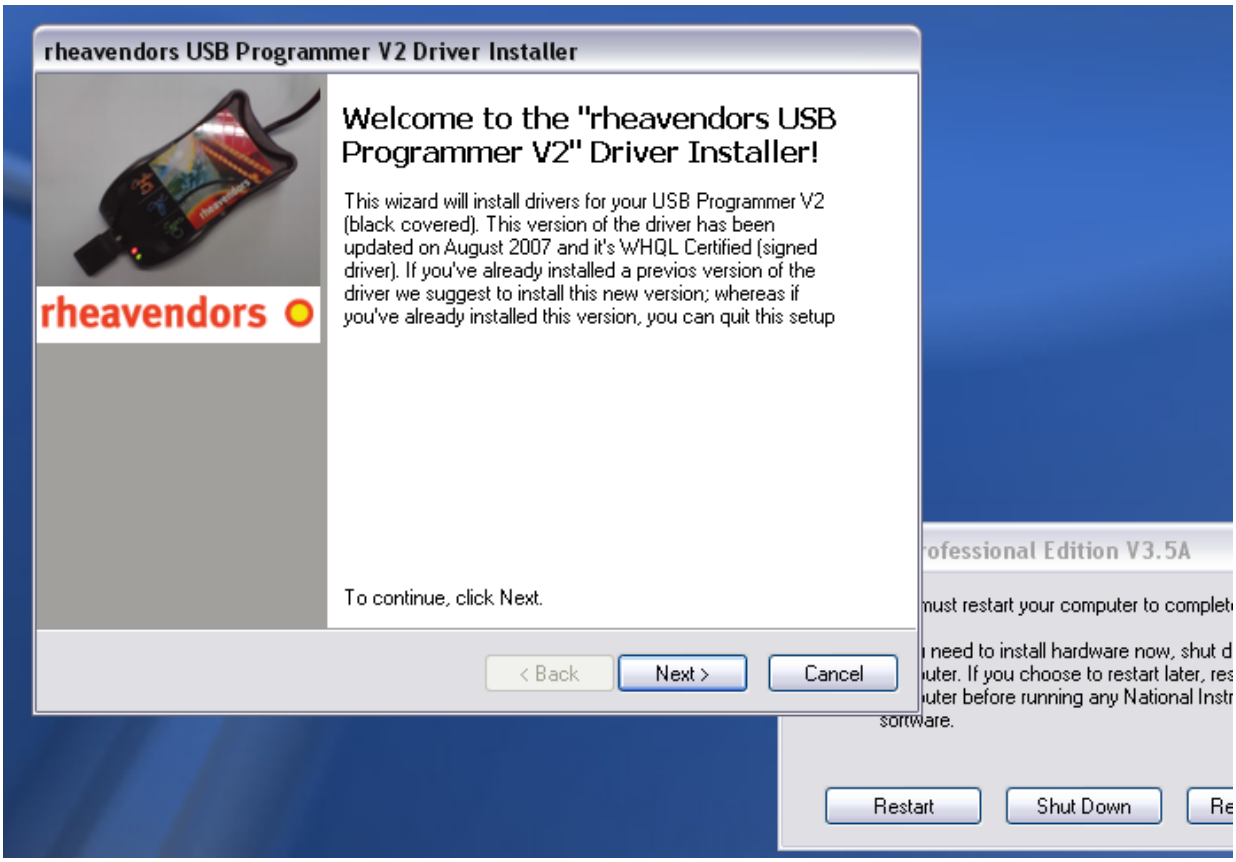
When the first dialog appears, you can confirm the installation directories by clicking “next button”.
The “rheaction User license agreement” will appear; read it carefully and then select “I accept the License Agreement(s)” if you want to continue the setup. Confirm with the “Nect” button.


rheAction Professional Edition V3.5A
License Agreement
You must accept the license(s) displayed below to proceed.
rheAction - User License Agreement
rheAction software is produced, mantained and distributed by rheavendors. Any usage must be authorized by rheavendors.
rheAction software offers many means for customizing and setting VMC configuration, but this flexibility doesn't authorize extreme uses that rheavendors cannot foresee. Rheavendors won't be liable for such uses.
In particular, it's recommended to respect the logical order of the drink preparation phases: each preparation cycle must be appropriate to ensure a proper solution annealing of the products and to avoid damages to the components of the VMC.
I accept the License Agreement(s).
I do not accept the License Agreement(s).
<< Back
Next >>
Cancel

At this point the setup will show a panel confirming the you’re going to install the rheAction software. Confirm with “Next” button again.
Now you should see the progress bar showing the present installation progress.
Aftea a while, if the installation procedure ended without errors, you’ll see panel confirming that the setup succeeded (“the installer has finished updating your system”). Click the “Next” button.
Then you’ll see that two dialogs will appear:

- one for the “USB programmer V2” driver installation
- one for rebooting the system

If you want to install the “USB programmer V2” driver (or if you want to update the driver, since the last version of the driver has been updated on August 2007) please click on the “Next” button of the first dialog, leaving the second dialog in background for a moment.
If you don’t want to install this driver, please click on the “Cancel” button and proceed with the system reboot.
At the first launch of the rheAction, please choose the proper programmer type and click on the “Autodect USB port” (if you are using an USB programmer).

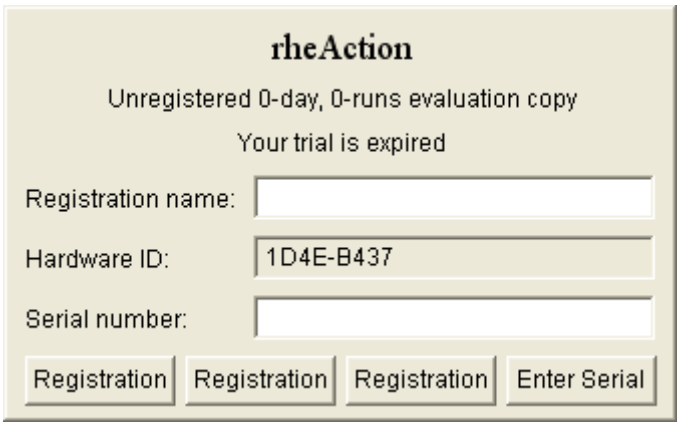

rheavendors USB Programmer V2 Driver Installer
Welcome to the "rheavendors USB Programmer V2" Driver Installer!
This wizard will install drivers for your USB Programmer V2 (black covered). This version of the driver has been updated on August 2007 and it's WHQL Certified (signed driver). If you've already installed a previos version of the driver we suggest to install this new version; whereas if you've already installed this version, you can quit this setup
To continue, click Next.
rheavendors
< Back
Next >
Cancel
Restart
Shut Down

If you've chosen to install the "USB programmer V2" driver, pressing "Next" button, you'll see a dialog telling you that Windows is installing the driver. This installation could lasts a few minutes. At the end of the driver installation the following panel should appear. Then you can reboot the system, connect the programmer, launch rheAction and perform an autodetect of the USB port.

rheavendors USB Programmer V2 Driver Installer
Congratulations! You are finished installing your "rheavendors USB Programmer V2" device.
The drivers were successfully installed on this computer.
You can now connect your device to this computer. If your device came with instructions, please read them first.
rheavendors
Driver Name
Status
FTDI CDM Driver Packa...
Ready to use
FTDI CDM Driver Packa...
Ready to use
< Back
Finish
Cancel

3.2 Registering the Gold version

The new rheAction (Gold version) requires a customer registration (mandatory for the usage of the software and required only for the first installation on a PC). At the first launch of the rheAction, if it has not been activated before, rheAction will display a small form, in which is written the Hardware-ID corresponding to the computer on which rheAction has been installed.



When this form is prompted for the first time, the customer should take note of the Hardware-ID ("1D4E-B437" in the screenshot above) and quit the program by clicking on "Enter serial".

In order to receive the activation code, any customer that uses rheAction should send by email to rheaction.rhea@gmail.com the following information:

- Name
- Surname
- Company
- Valid email address (belonging to the company domain, if possible)
- Hardware-ID (is the number indicated in the small form, with the following format: XXXX-XXXX)
- If the customer want to be informed by email when a new rheAction version is released

Rheavendors will reply to the provided email address, sending the assigned "Registration name" and the "Serial number" for the activation, that will enable the customer to activate the rheAction on the computer with the provided Hardware-ID.

3.3 Installing rheavendors USB Programmer V1

Note: We suggest to connect always the rheavendors USB programmer V1 to the same physical USB port which will be used for further uses. In this way you don't need to reinstall the device driver for a different USB port.

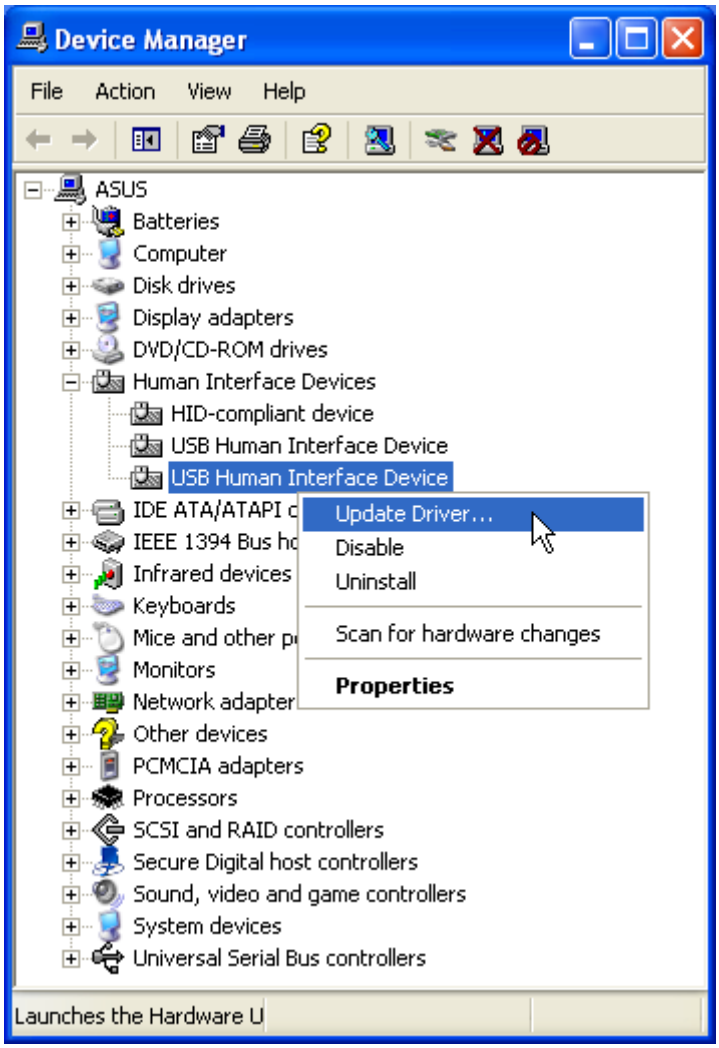
3.3.1 Using Windows XP (before SP2):

1. Launch the executable "HidComInst.exe" located in the "DriverUSB1" subfolder of "X\Program Files\rheavendors\" directory. Confirm to continue drivers installation even if these drivers aren't MS XP certificated;
2. Connect your USB programmer;
3. Go to the Control Panel, System, choose "Hardware" tab and select "Device Manager...";

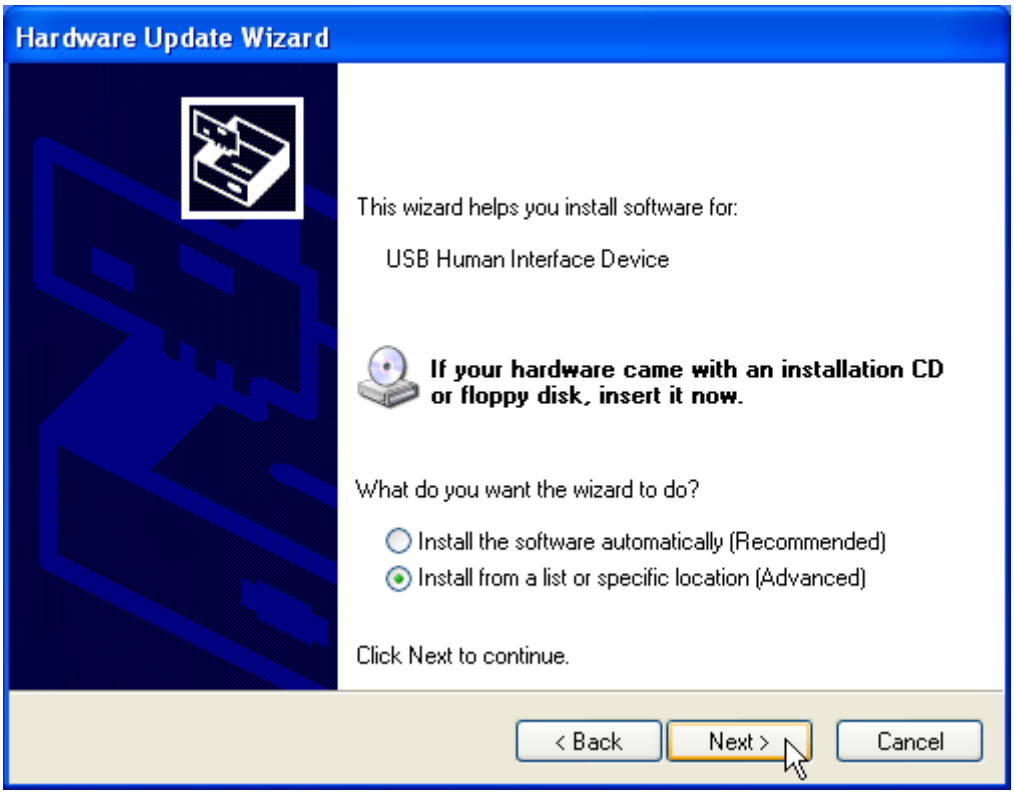
4. Under “Human Interface Device” select “HID” and right click. Select “Properties” from the popup menu;
5. Then select the “Driver” tab and click on “Update Driver...”;
6. Select the option: “Search for a suitable driver...” and click “Next”;
7. In the following windows select only the “Specify a location” box and click “Next”;
8. Now browse to select the file “hidcom.inf” located in the subdirectory called “DriverUSB1”, in the “X\Program Files\rheavendors\” directory; click “OK” and wait the installation to finish;
9. Restart computer if asked;
10. Launch rheAction;
11. In the panel named “Programming Options” select “USB Programmer V1” and then “AutoDetect USB Port”;
12. Confirm “Yes” twice.

3.3.2 Using Windows XP with SP2

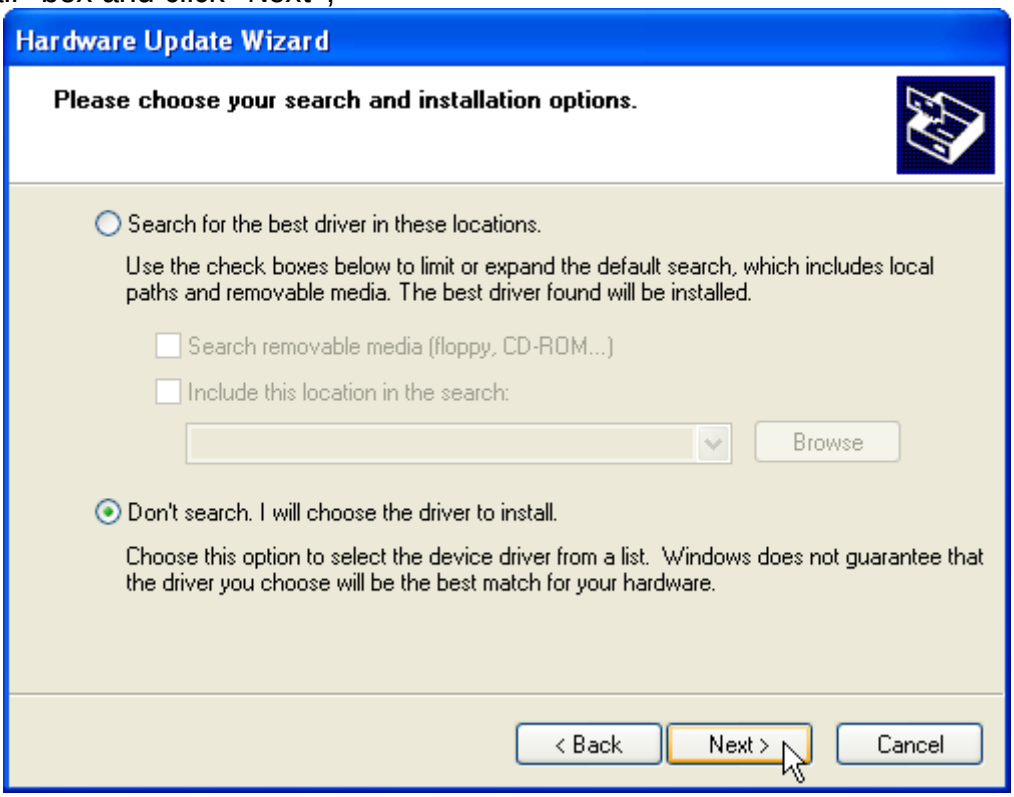
1. Launch the executable “HidComInst.exe” located in the “DriverUSB1” subfolder of “X\Program Files\rheavendors\” directory. Confirm to continue drivers installation even if these drivers aren’t MS XP certificated;
2. Connect your USB programmer. Just after the connection some messages should appear on the bottom-right side of the screen (the last one indicates that the hardware is correctly installed);
3. Go to the Control Panel, click on “System” icon, choose “Hardware” tab and select “Device Manager...”;
4. Under “Human Interface Device” select “HID” and right click. Select “Update Driver...” from the popup menu;



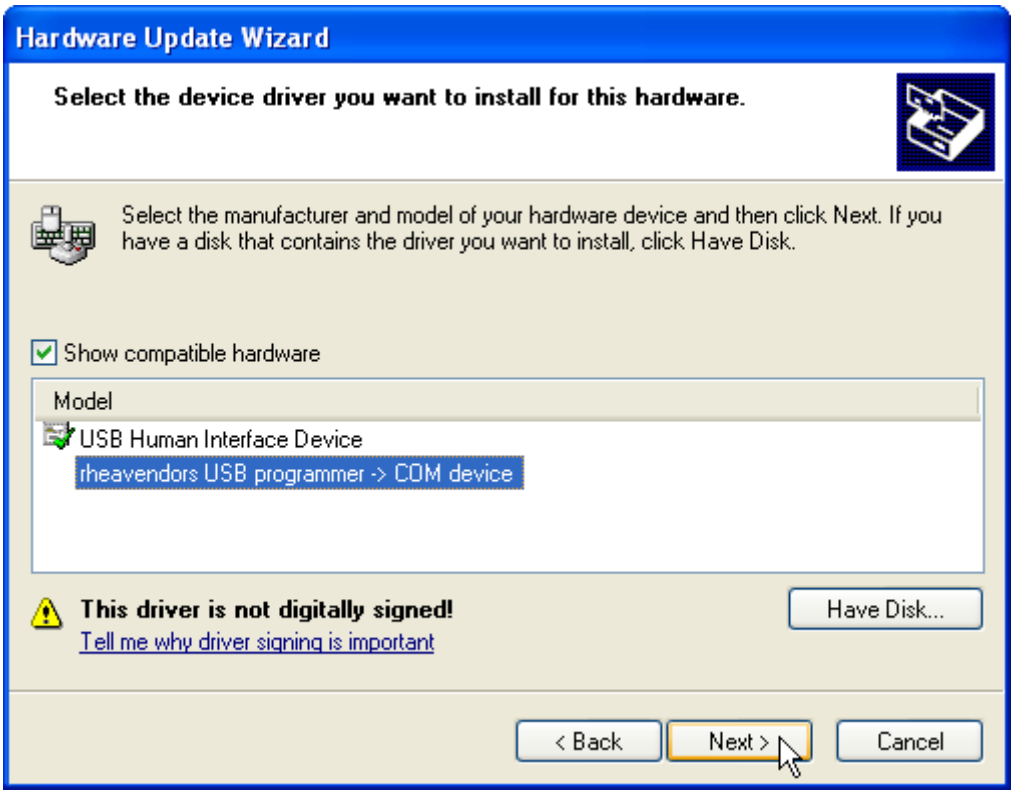
5. Select the “No, not this time” option;
6. Select the option: “Install from a list of specific location (Advanced)” and click “Next”;


Hardware Update Wizard
This wizard helps you install software for:
USB Human Interface Device
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

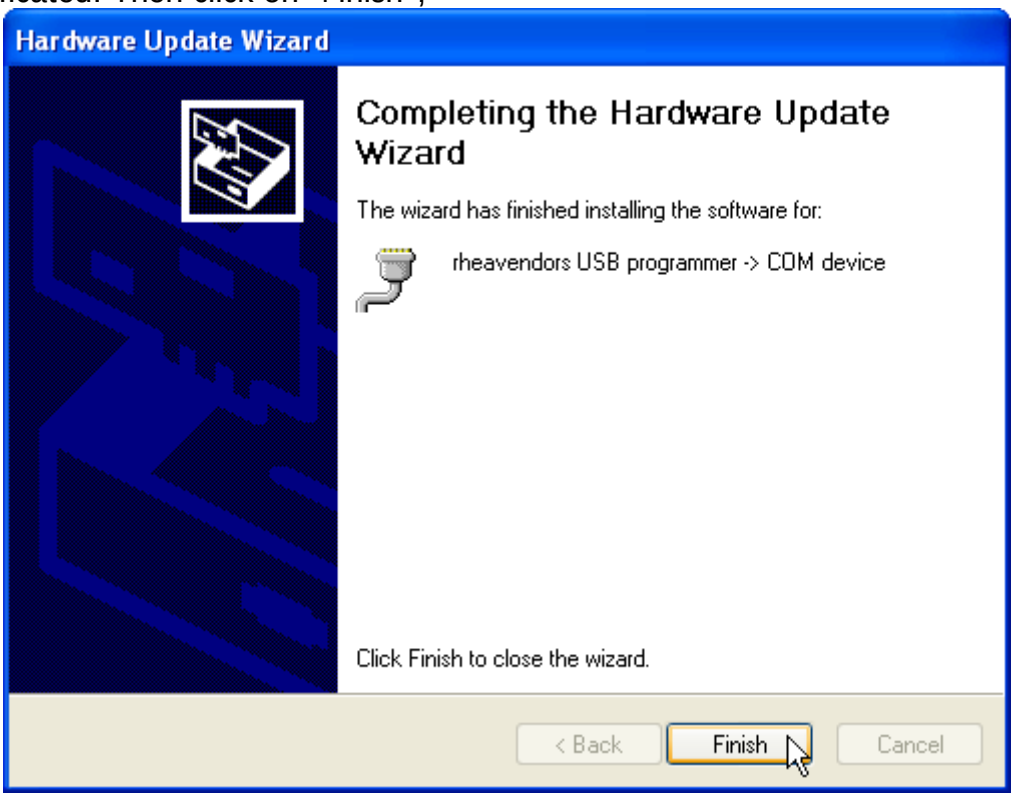
7. In the following windows select only the “Don’t search. I will choose the driver to install” box and click “Next”;


Hardware Update Wizard
Please choose your search and installation options.
Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable media (floppy, CD-ROM...)
Include this location in the search:
Browse
Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< Back
Next >
Cancel

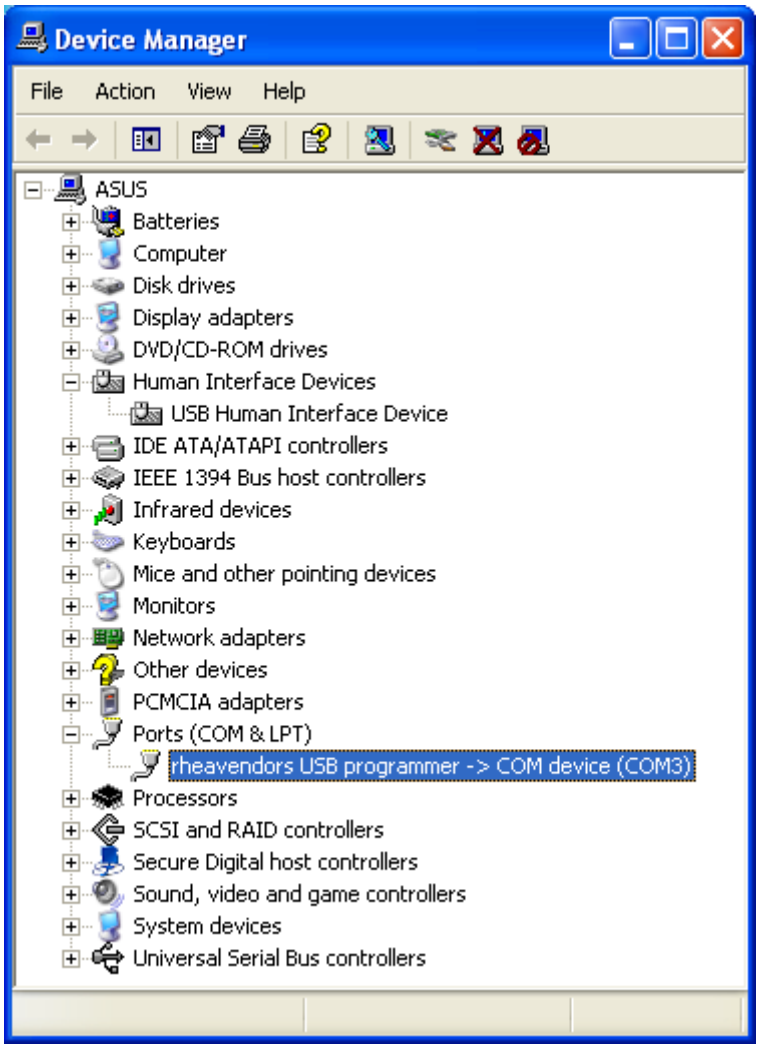
8. In the following dialog select “rheavendors USB programmer -> COM device”, click “Next” and wait the installation to finish;


Hardware Update Wizard
Select the device driver you want to install for this hardware.
Select the manufacturer and model of your hardware device and then click Next. If you have a disk that contains the driver you want to install, click Have Disk.
Show compatible hardware
Model
USB Human Interface Device
rheavendors USB programmer -> COM device
This driver is not digitally signed!
Tell me why driver signing is important
Have Disk...
< Back
Next >
Cancel

9. Confirm to continue drivers installation even if these drivers aren't MS XP certificated. Then click on "Finish";


Hardware Update Wizard
Completing the Hardware Update Wizard
The wizard has finished installing the software for:
rheavendors USB programmer -> COM device
Click Finish to close the wizard.
< Back
Finish
Cancel

10. Check the COM port number assigned to the USB programmer;



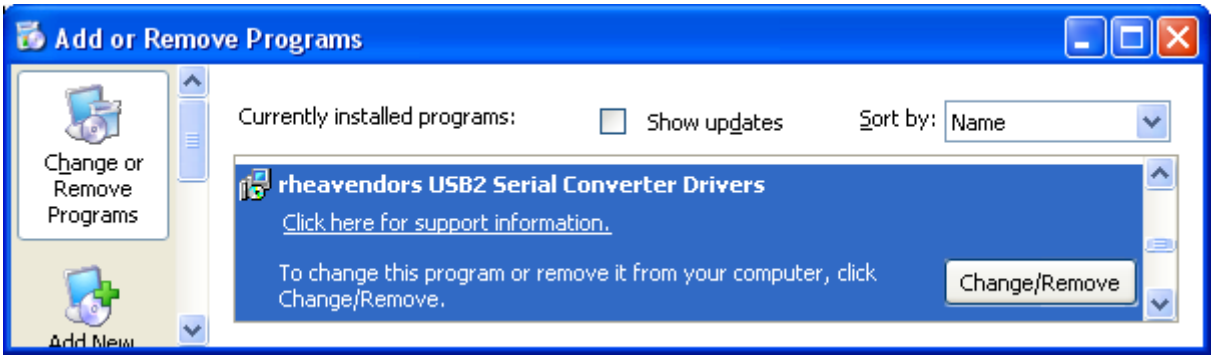
11. Launch rheAction;
12. In the panel named “Programming Options” select “USB Programmer V1” and then select the COM port number seen previously (alternatively click on “AutoDetect USB Port”);

3.3.3 Using Windows 2000

1. Connect your USB programmer;
2. Go to the Control Panel, click on “System” icon, choose “Hardware” tab and select “Device Manager...”;
3. Under “Human Interface Device” select “HID” and right click. Select “Properties” from the popup menu;
4. Then select the “Driver” tab and click on “Update Driver...”;
5. Select the option: “Search for a suitable driver...” and click “Next”;
6. In the following windows select only the “Specify a location” box and click “Next”;
7. Now browse to select the file “hidcom.inf” located in the subdirectory called “DriverUSB1”, in the “X\Program Files\rheavendors\” directory; click “OK” and wait the installation to finish;
8. Restart computer if asked;
9. Launch rheAction;
10. In the panel named “Programming Options” select “USB Programmer V1” and then “AutoDetect USB Port”;
11. Confirm “Yes” twice.

3.4 Installing rheavendors USB Programmer V2

Since rheAction 3.5B, the driver for the "rheavendors USB programmer V2" is automatically installed at the end of the rheAction setup (check out the installation procedure chapter). Anyway you can even install this driver manually, as described in the following chapters.
We recommend to remove any previous version of the drivers from the control panel: locate the entry "rheavendors USB2 Serial Converter Drivers" and click on "Change/Remove".

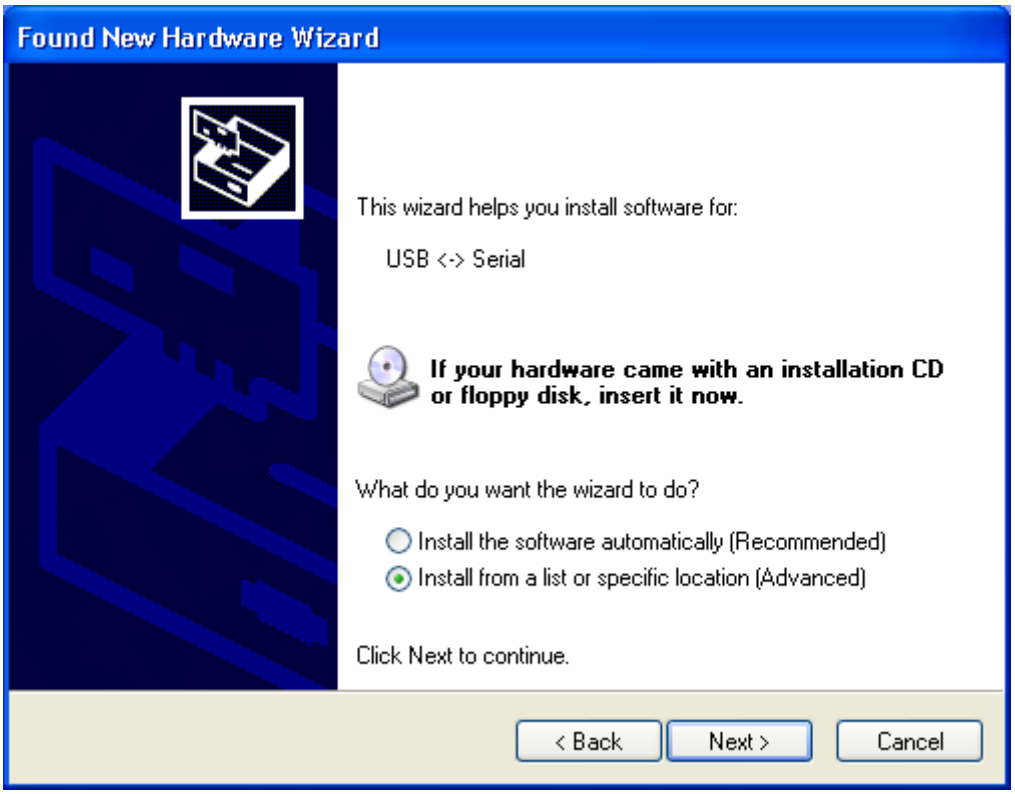


3.4.1 Using Windows XP with SP2

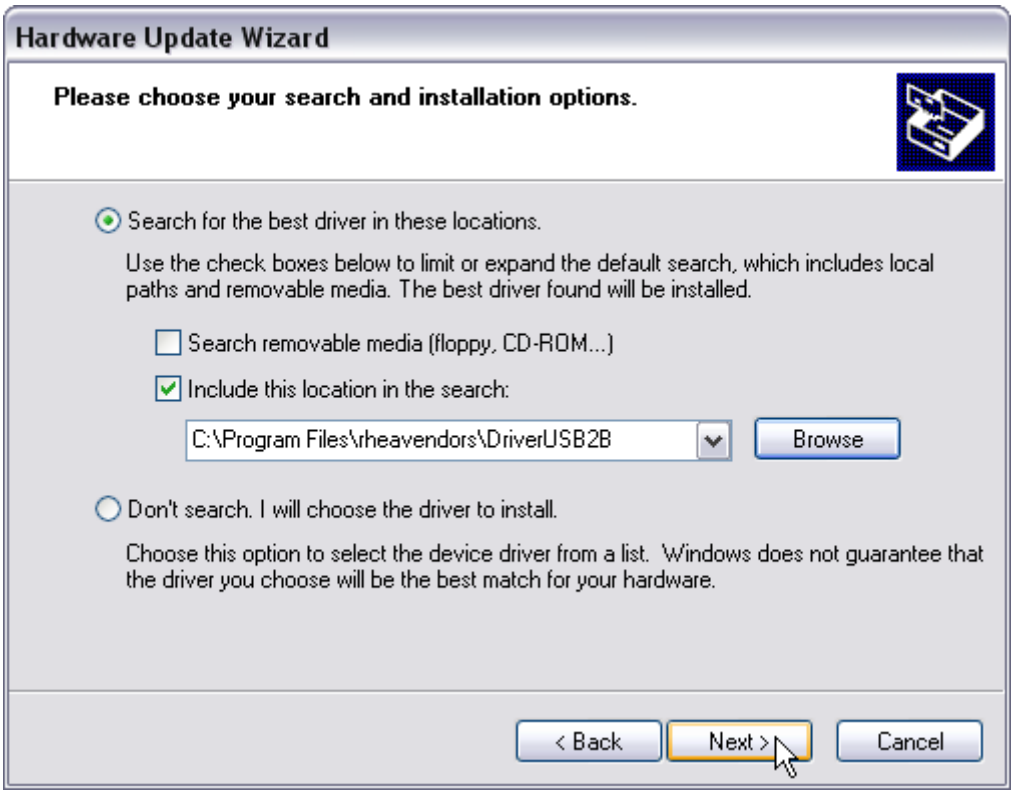
1. Connect your USB programmer V2;
2. Choose "No, not this time" in the following dialog:

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission).
Read our privacy policy
Can Windows connect to Windows Update to search for software?
Yes, this time only
Yes, now and every time I connect a device
No, not this time
Click Next to continue.
< Back
Next >
Cancel

3. Choose "Install from a list or specific location (Advanced)";


Found New Hardware Wizard
This wizard helps you install software for:
USB <-> Serial
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

4. In the following windows select "Include this location in the search" and click "Browse". Now browse to select the subdirectory called "DriverUSB2B", in the "X\Program Files\rheavendors\rheAction" directory; then click "Next";


Hardware Update Wizard
Please choose your search and installation options.
Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable media (floppy, CD-ROM...)
Include this location in the search:
C:\Program Files\rheavendors\DriverUSB2B
Browse
Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< Back
Next >
Cancel

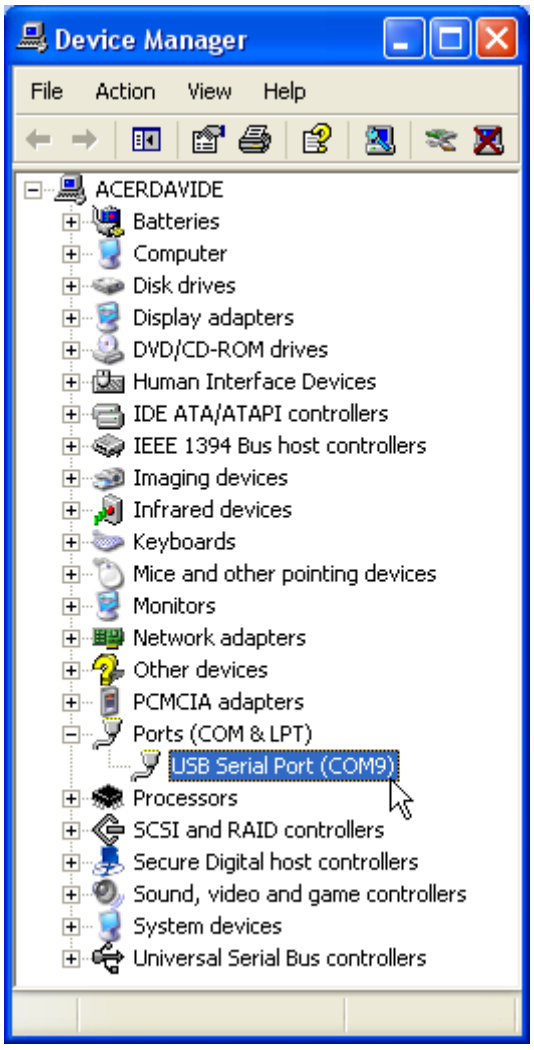
5. Click to "Finish";

Found New Hardware Wizard
Completing the Found New Hardware Wizard
The wizard has finished installing the software for:
rheavendors USB Serial Converter
Click Finish to close the wizard.
< Back
Finish
Cancel

6. Repeat the steps 2÷5 for a second time.

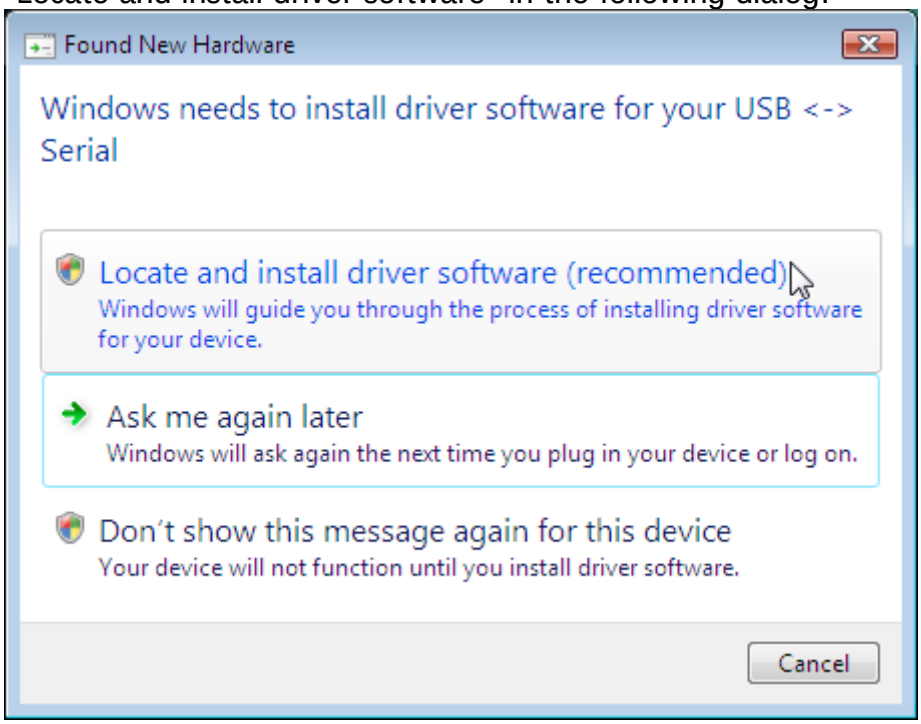
At the first launch of the rheAction, after selecting “USB Programmer V2” in the “Programming Options” panel, we suggest to use the Autodetect USB Port functionality, in order to locate the correct COM port number that has been assigned to your USB programmer.
Alternatively you can discover the COM port number following these steps:

1. Open the “Control Panel” and select “System”;
2. Select the “Hardware” tab and click on the “Device Manager” button;
3. Expand the “Ports (COM & LPT)” node;
4. Locate the “USB Serial Port” and see the assigned COM port (in this case COM 9).

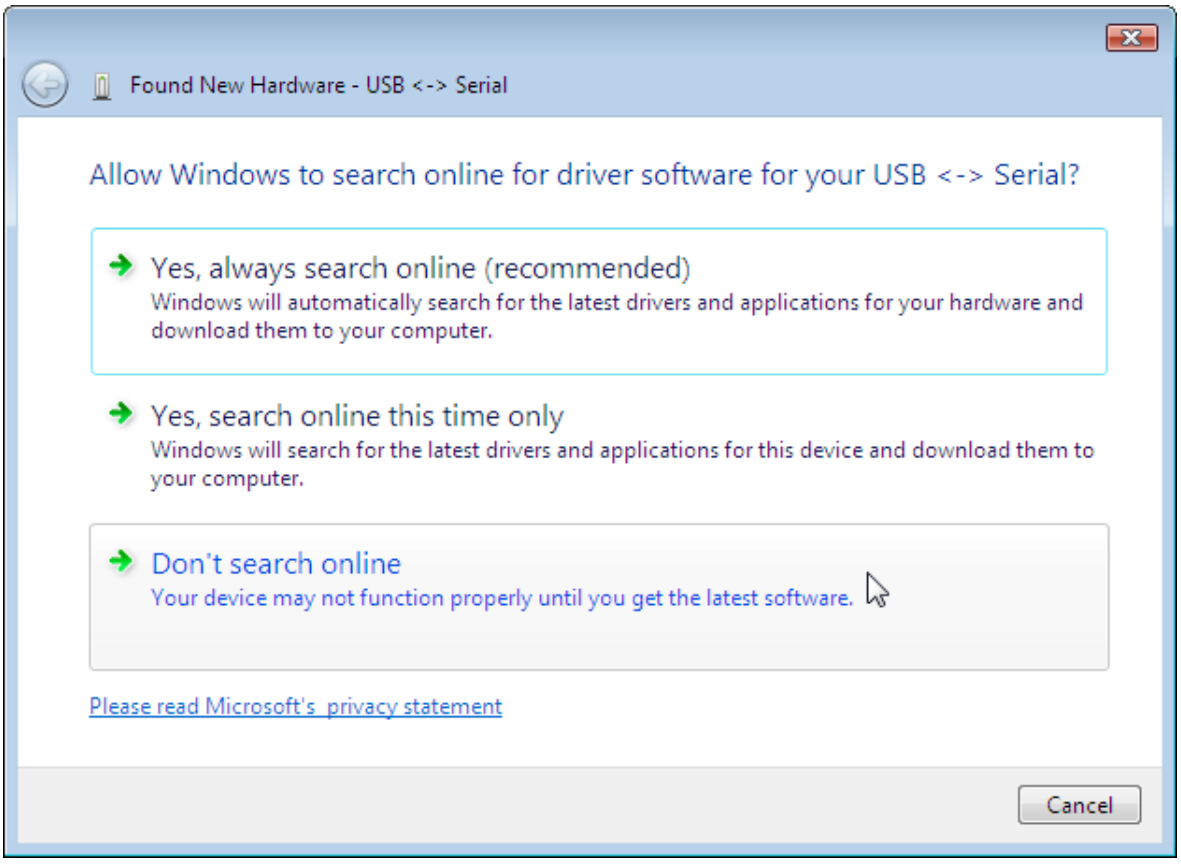

Device Manager
File
Action
View
Help
ACERDAVIDE
Batteries
Computer
Disk drives
Display adapters
DVD/CD-ROM drives
Human Interface Devices
IDE ATA/ATAPI controllers
IEEE 1394 Bus host controllers
Imaging devices
Infrared devices
Keyboards
Mice and other pointing devices
Monitors
Network adapters
Other devices
PCMCIA adapters
Ports (COM & LPT)
USB Serial Port (COM9)
Processors
SCSI and RAID controllers
Secure Digital host controllers
Sound, video and game controllers
System devices
Universal Serial Bus controllers

3.4.2 Using Windows Vista

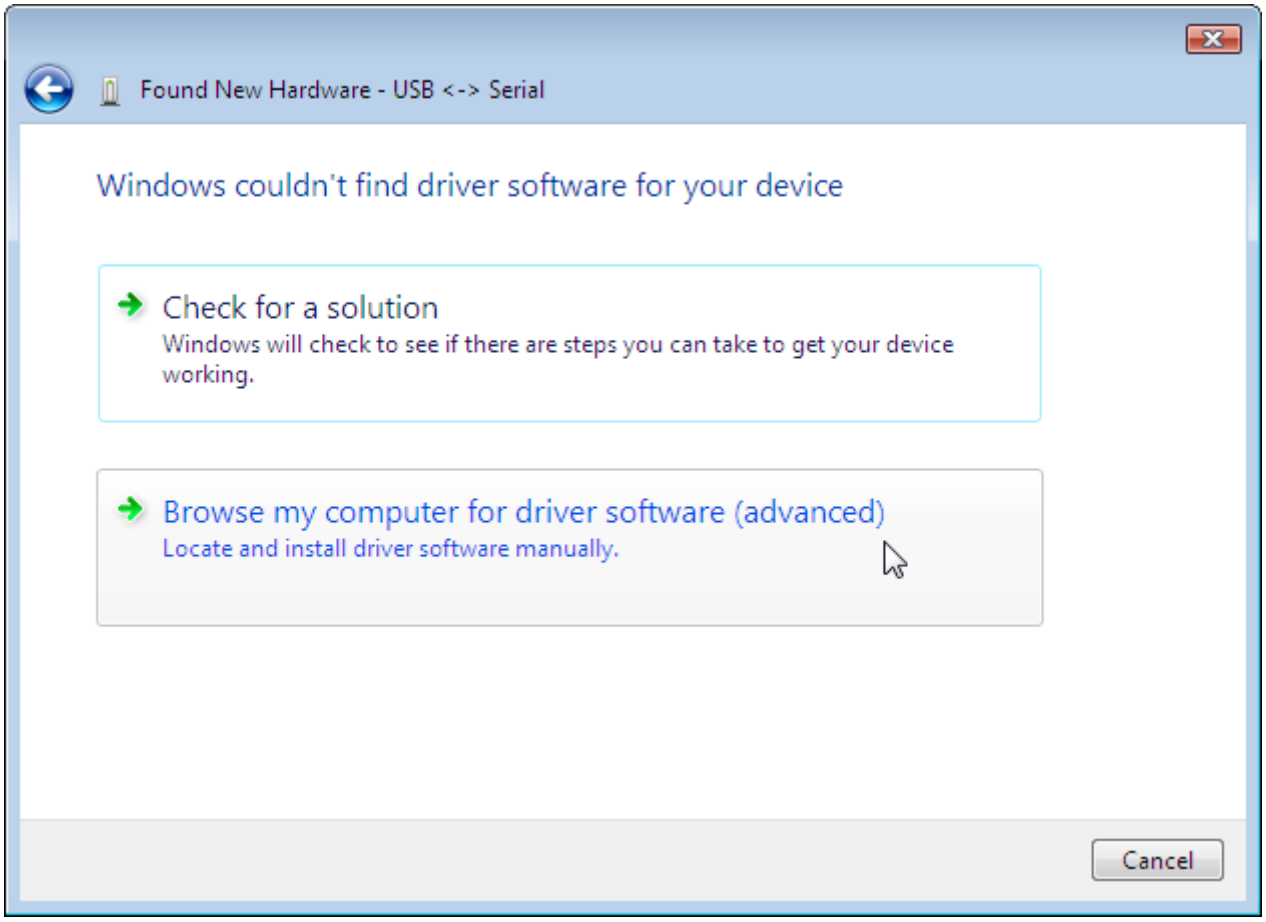
1. Connect your USB programmer V2;
2. Choose “Locate and install driver software” in the following dialog:


Found New Hardware
Windows needs to install driver software for your USB <-> Serial
Locate and install driver software (recommended)
Windows will guide you through the process of installing driver software for your device.
Ask me again later
Windows will ask again the next time you plug in your device or log on.
Don't show this message again for this device
Your device will not function until you install driver software.
Cancel

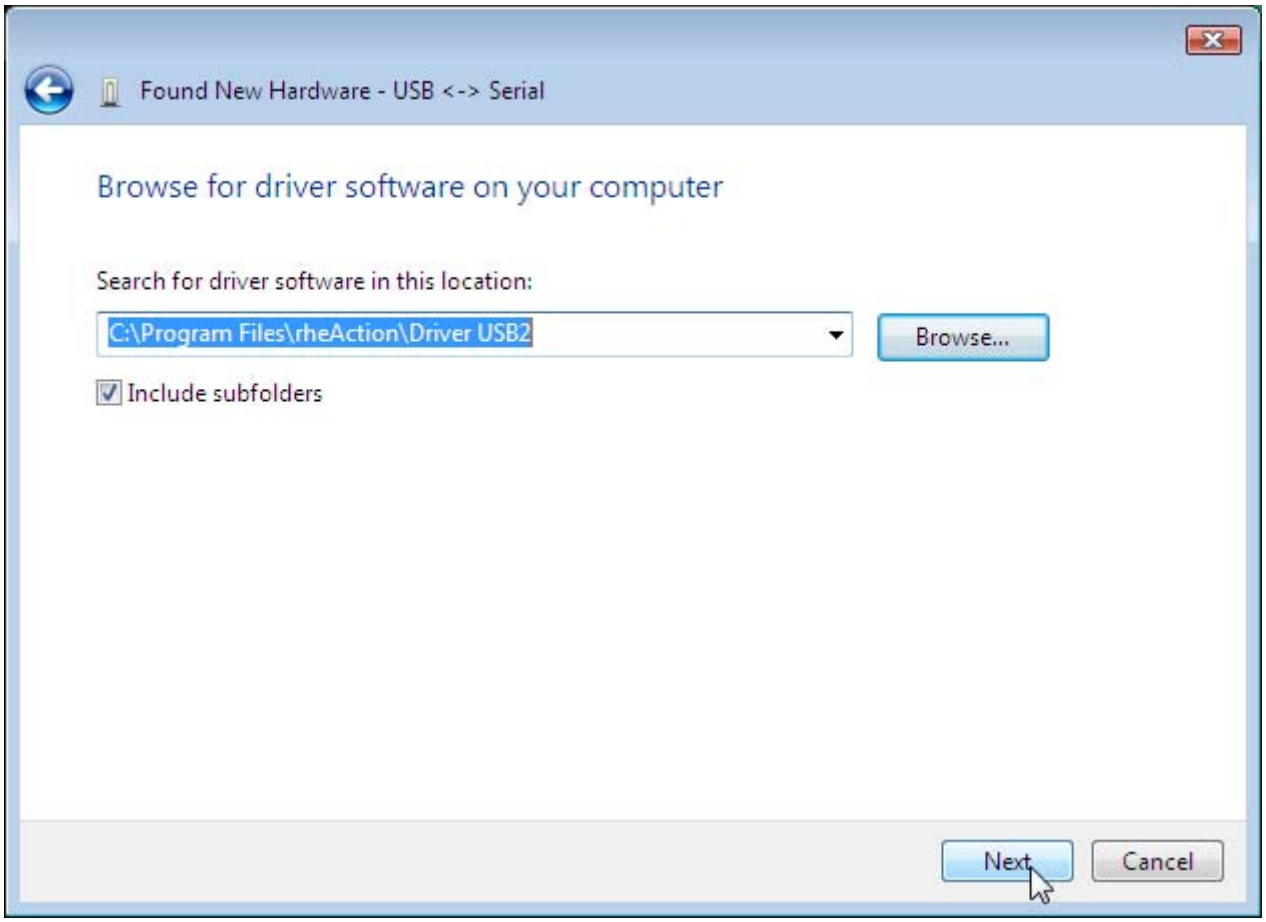
3. Press “Continue” button when Windows shows a dialog titled: “User Account Control - Windows need your permission to continue”
4. Choose “Yes, always search online (recommended)” in the following dialog:


Found New Hardware - USB <-> Serial
Allow Windows to search online for driver software for your USB <-> Serial?
Yes, always search online (recommended)
Windows will automatically search for the latest drivers and applications for your hardware and download them to your computer.
Yes, search online this time only
Windows will search for the latest drivers and applications for this device and download them to your computer.
Don't search online
Your device may not function properly until you get the latest software.
Please read Microsoft's privacy statement
Cancel

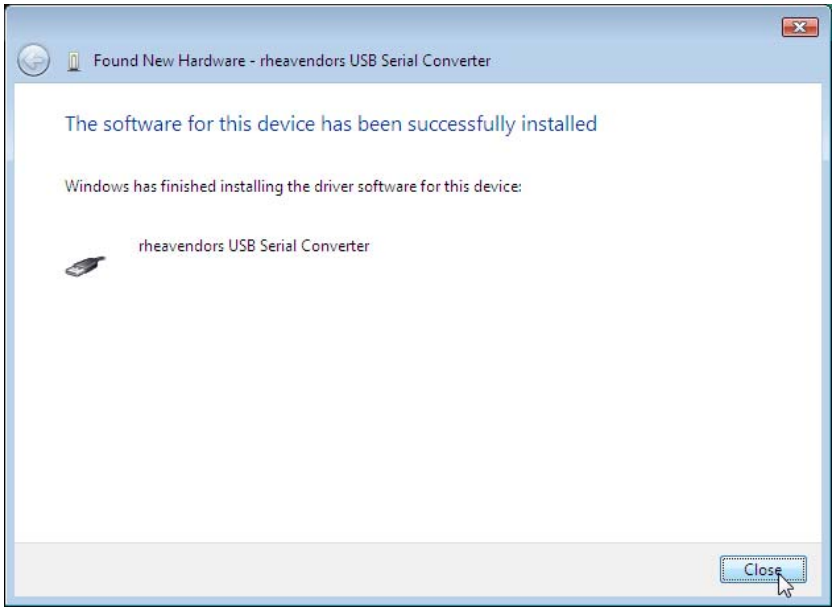
5. Choose “Browse my computer for driver software (advanced)” in the following dialog:


Found New Hardware - USB <-> Serial
Windows couldn't find driver software for your device
Check for a solution
Windows will check to see if there are steps you can take to get your device working.
Browse my computer for driver software (advanced)
Locate and install driver software manually.
Cancel

6. In the following dialog press the “Browse” button and locate the “X\Program Files\rheavendors\rheAction\DriverUSB2B” folder:



7. If the driver installation is completed correctly, you should see the following dialog. Press “Close” button to continue installation.

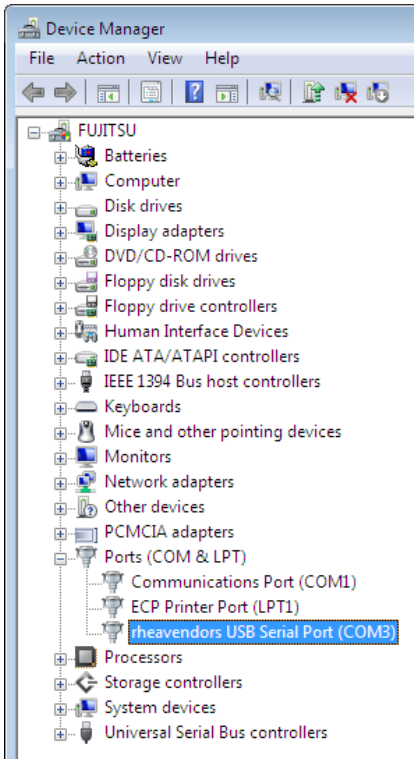

Found New Hardware - rheavendors USB Serial Converter
The software for this device has been successfully installed
Windows has finished installing the driver software for this device:
rheavendors USB Serial Converter
Close

8. Repeat the steps 2÷8 for a second time.

At the first launch of the rheAction, after selecting “USB Programmer V2” in the “Programming Options” panel, we suggest to use the Autodetect USB Port functionality, in

order to locate the correct COM port number that has been assigned to your USB programmer.
Alternatively you can discover the COM port number following these steps:

1. Open the “Control Panel” and select “Hardware and Sound”;
2. Select the “View hardware and devices” link within the “Device Manager” group;
3. Expand the “Ports (COM & LPT)” node;
4. Locate the “USB Serial Port” and see the assigned COM port (in this case COM 3).

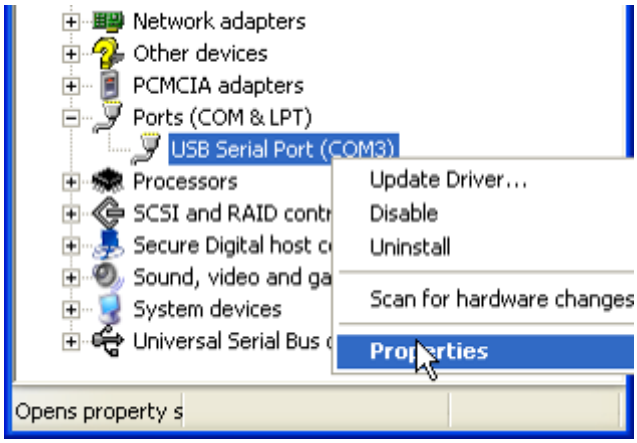


3.4.3 Troubleshooting USB programmer V2

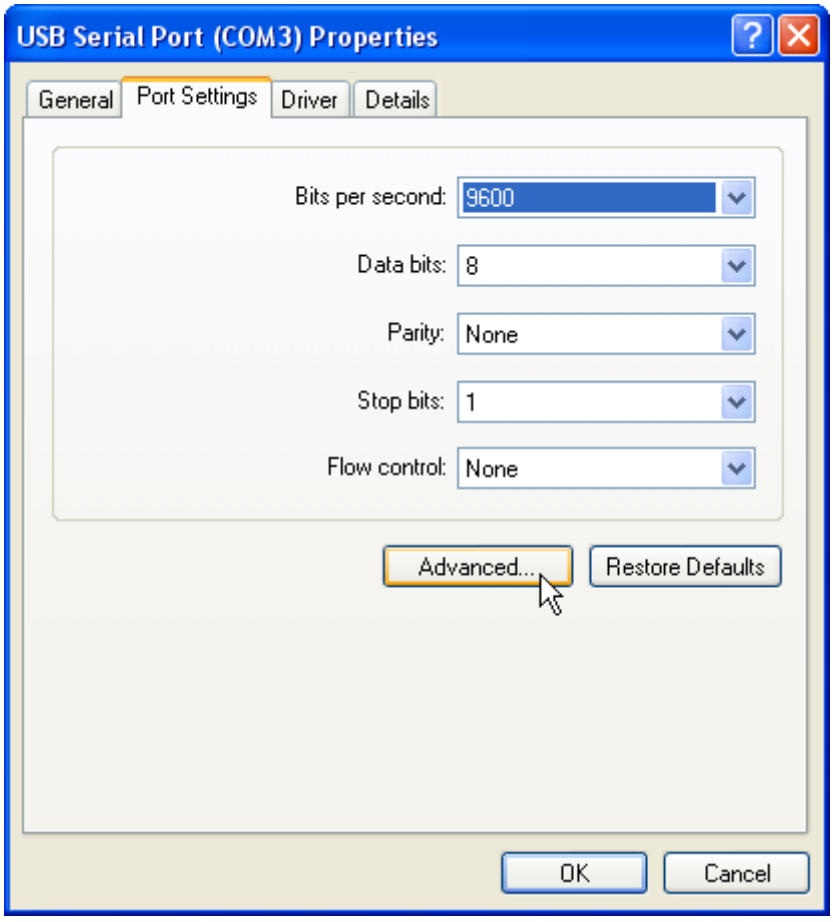
“*Programming failed after 10 consecutive writes*” exception
If you receive this exception after a write attempt, you could try to raise the value of the parameters “Delay” (for instance to 20msec) among the “Programmer Option”, in the main panel.

“*No USB Device found*” exception
It could happen (especially in some notebooks) that COM number assigned automatically by the OS cannot be usable, cause it has an indirect conflict with other peripherals; in this case you will receive the message “No USB Device found” when trying to use the “AutoDetect” function.
In order to change manually the COM port number assigned to the programmer you should follow there steps:

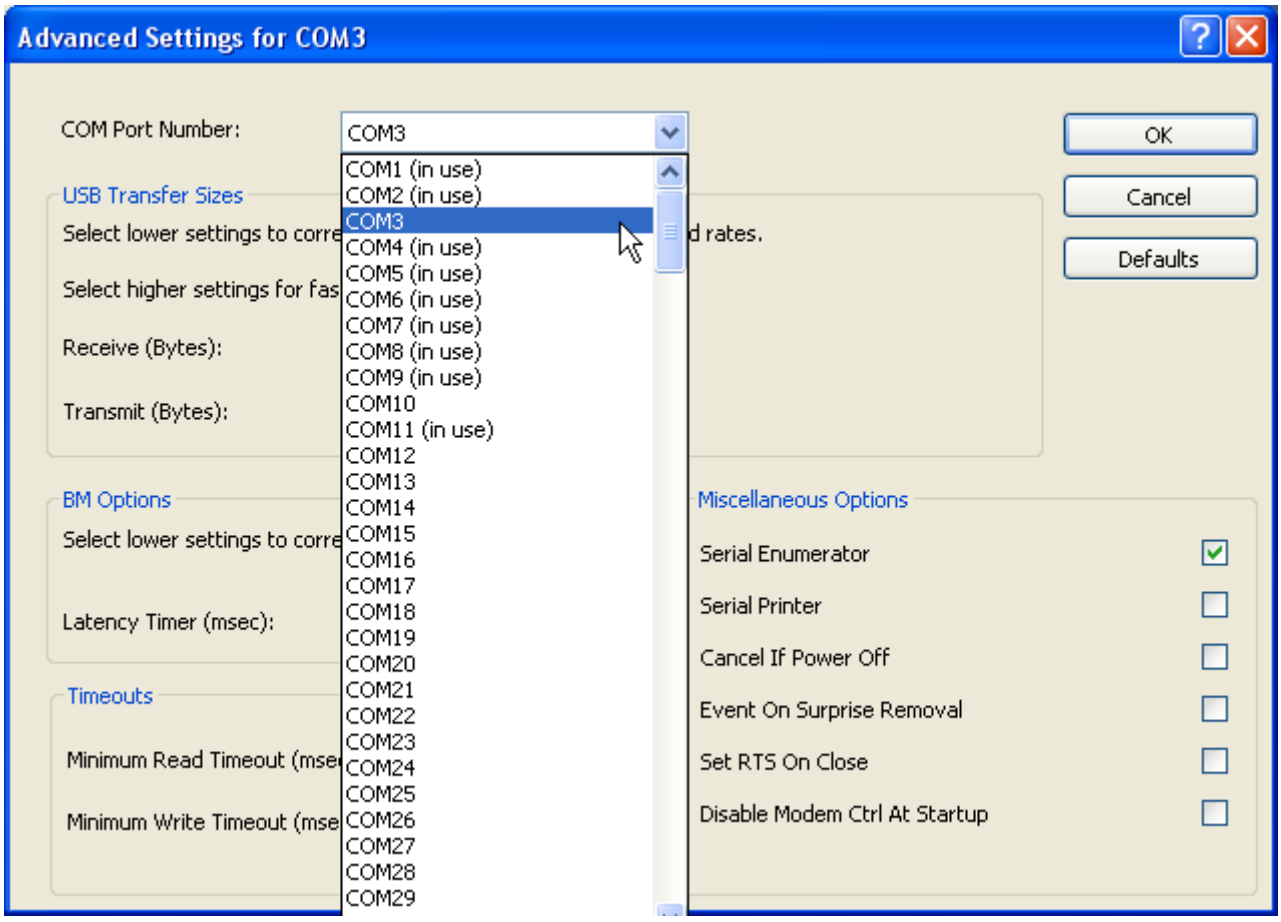
1. Open the “Control Panel” and select “Hardware and Sound”;
2. Select the “View hardware and devices” link within the “Device Manager” group;
3. Expand the “Ports (COM & LPT)” node;
4. Locate the “USB Serial Port” and right click on it;
5. Select “Properties”



6. In the shown panel navigate to the “Port Settings” tab and click on “Advanced...”



7. In the next panel click in the “Com Port Number” combo and select another COM port, starting from the lowest ones (COM1, COM2, ...). You could make a test even with the COMs that appears in use because sometimes they’re erroneously set to busy by other drivers/applications.


Advanced Settings for COM3
COM Port Number:
COM3
COM1 (in use)
COM2 (in use)
COM3
COM4 (in use)
COM5 (in use)
COM6 (in use)
COM7 (in use)
COM8 (in use)
COM9 (in use)
COM10
COM11 (in use)
COM12
COM13
COM14
COM15
COM16
COM17
COM18
COM19
COM20
COM21
COM22
COM23
COM24
COM25
COM26
COM27
COM28
COM29
OK
Cancel
Defaults
USB Transfer Sizes
Select lower settings to corre
d rates.
Select higher settings for fas
Receive (Bytes):
Transmit (Bytes):
BM Options
Select lower settings to corre
Latency Timer (msec):
Timeouts
Minimum Read Timeout (mse
Minimum Write Timeout (mse
Miscellaneous Options
Serial Enumerator
Serial Printer
Cancel If Power Off
Event On Surprise Removal
Set RTS On Close
Disable Modem Ctrl At Startup

4 User Guide

4.1 Update Master firmware

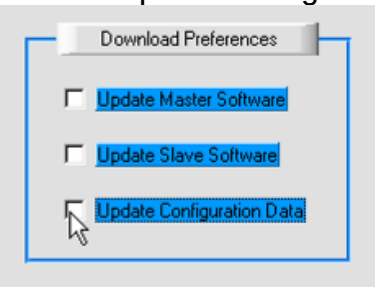
When you need to update the firmware of the VMC, you'll receive a proper .mhx file from rheavendors customer care. Keep in mind that each VMC model has got a specific firmware (for example: XS_Italy_E3.mhx) so you shouldn't program a VMC with a firmware that is not intended for your specific model.
Here's the steps you need to do in order to update the VMC firmware:

1. Launch rheAction and click on the "Update Master Software" checkbox
2. Select the .mhx file for your specific VMC model that you want to update
3. Once you have selected the right file, click on the "Load" button
4. Now you have to insert the "rheavendors flash card" in the programmer your are using and press the "Write" button
5. Wait for the end of the programming process and extract the flash card from the programmer
6. Turn off the VMC you want to program with the new firmware and insert the flash card in the proper connector located in the CPU board
7. Turn on the machine and wait for the apparition of the following string in the VMC display: "Programming Master"
8. Wait for programming end (the flashing of the display will stop, and it will be displayed an "ok"), turn off the VMC and remove the flash card

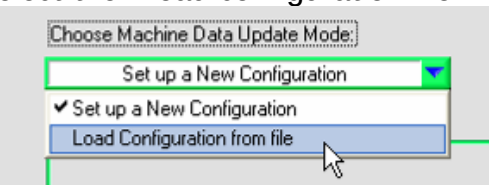
4.2 Download a configuration file to the VMC

A configuration file (a file with a filename like XXXX.dat) is a file containing the VMC settings like: timing of each selection, container configuration, payment system settings, etc.
This chapter describers the steps in order to transfer a configuration file to the VMC.

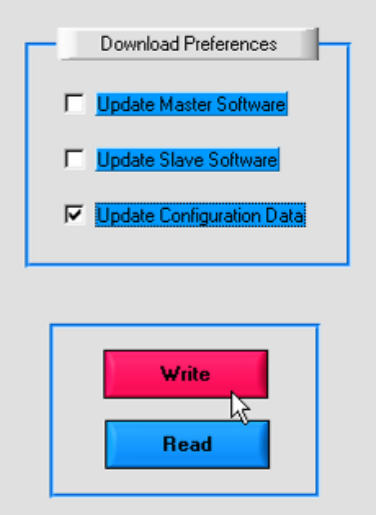
1. Launch rheAction and click on the "Update Configuration Data" checkbox



2. In the next windows, select the "Load configuration from file" option



3. Browse to select the configuration file (like "xle-5 std_I.dat") you want to transfer to the VMC
4. Once you have selected the right file, click on the "Finish" button
5. The program will come back to the main panel; now you have to insert the "rheavendors flash card" in the programmer your are using and press the "Write" button



6. Wait for the end of the programming process and extract the flash card from the programmer
7. Turn off the VMC you want to program with the new configuration file and insert the flash card in the proper connector located in the CPU board
8. Turn on the machine and wait for the apparition of the following string in the VMC display: “Programming EAROM data...”
9. Wait for programming end, turn off the VMC and remove the flash card

4.3 Performing Data Audit

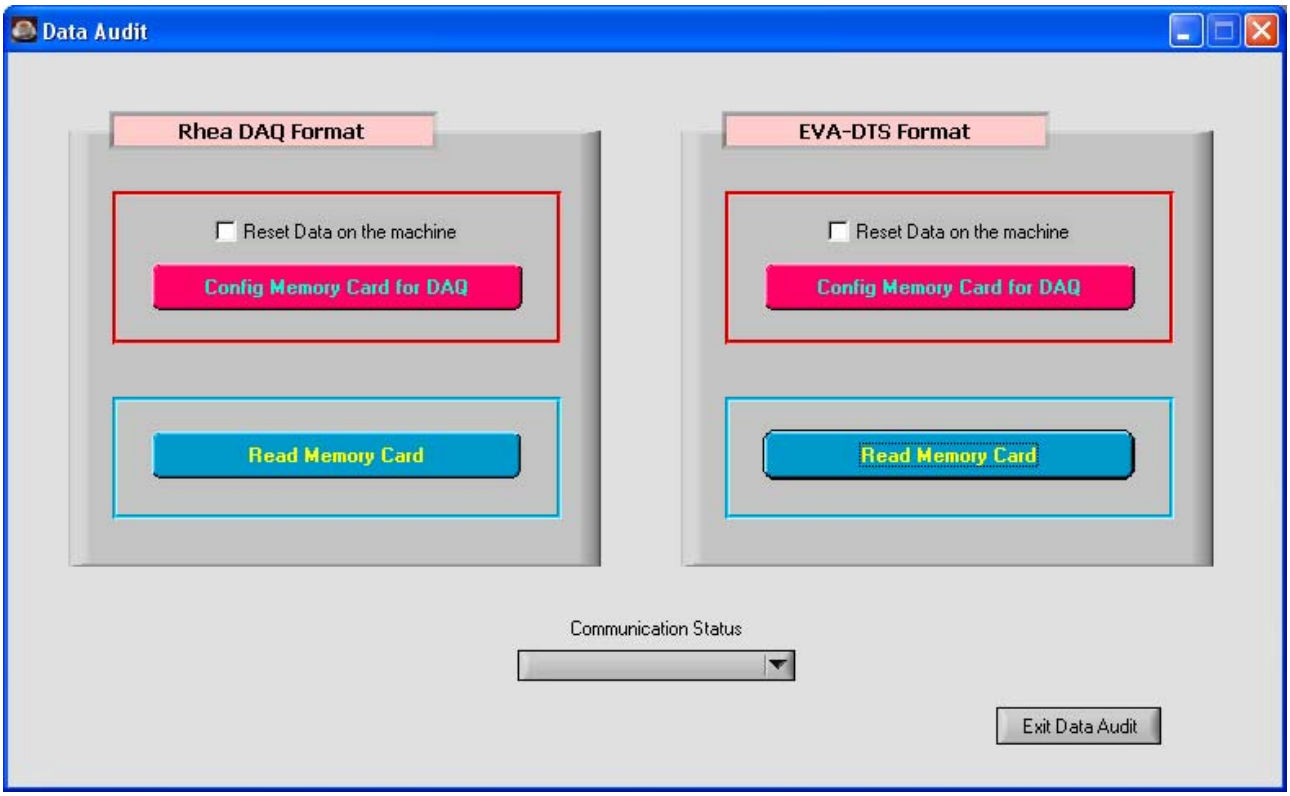
Data Audit is done using a rheavendors flash card that can collect data from different VMC (up to 255 per key). The purpose of this functionality is to give to the operator a mean to record sales information.

There 2 main formats for the Data Audit:

- rheavendors format
- EVA-DTS format

Keep in mind that only the latest VMC models (from Sagoma Lean and new Luce21) can collect data in EVA-DTS format.

The following screenshot shows the two available options: you can find the rheavendors data audit format on the left and EVA-DTS format on the right.



Here's the detailed steps to perform a data audit:

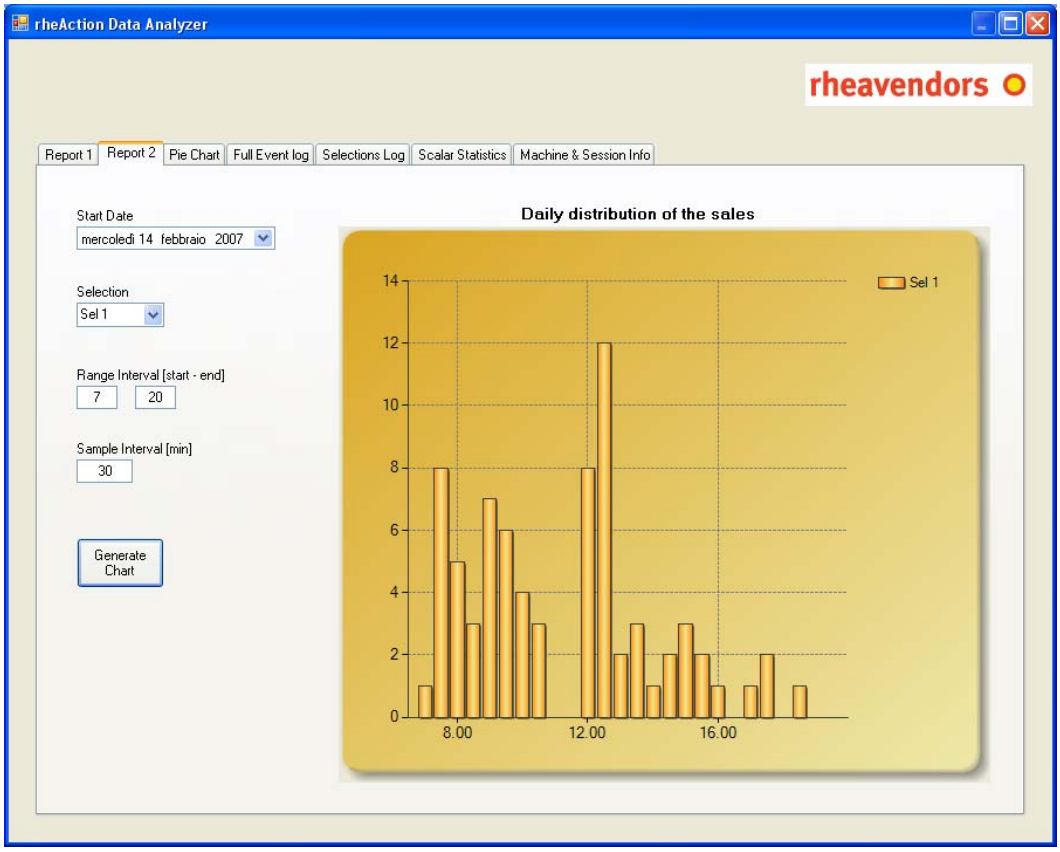
1. Launch rheAction and click on the "Data Audit" button
2. Insert a rheavendors flash card in your programmer and click "Config Memory Card for DAQ". Please note that you should choose the proper button (on the left or on the right, according to your preferred data audit format)
3. Remove the flash card from the programmer and insert it in proper connector of the CPU board of the VMC, when it's turned off
4. Turn on the VMC and wait for a message in the display that shows that the data audit information have been saved to the card.
5. At this point you can collect data from other VMC, using the same key
6. When you have finished your acquisition session, insert the card in your programmer and click on the proper "rhea Memory Card" button. At this point rheAction will ask you to specify the filename for the data audit file. Two types of files will be saved. For the "rheavendors format" the following files will be generated:
   - a ".daq" file, containing a raw dump of the data audit information, in binary format
   - a ".csv" file (semicolon separated) containing an header row and a row for each acquisition

   For the "EVA-DTS format" the following files will be generated:
   - a ".eva" file, containing all the EVA-DTS records belonging to all the acquisitions
   - a ".txt" file for each acquisition, containing the "EVA-DTS" record

Note about Excel 2000 users: we've seen that opening a csv file with a double click on the file could cause a bad alignment of the data audit fields. Thus, with this version of Excel, we suggest to open Excel first, and then click on "File", "Open" and select the csv file manually.

4.4 Performing Extended Data Audit

Extended Data Audit is done using a rheavendors flash card that is used to record all relevant events occurring during the operation of a rheavendors VMC.
This kind of data audit has been recently introduced by rheavendors on latest VMC models (from Sagoma Lean on).
The collected data can be analyzed with a brand new software: “rheAction Data Analyzer” (this software is not included in the rheAction license and must be purchased separately); with this data audit the VMC will record on the memory card all the events (turn on/off, selections, offs, washing, ...) that occurs during the operation of the machine, together with their timestamps.
This kind of Data Audit enables some analysis that are not possible with the standard Data Audit (rheavendors format or EVA-DTS format). Just as an example you can analyze the daily distribution of each selection’s sales, as shown in the following screeshot of the “rheAction Data Analyzer” (RDA from now on):

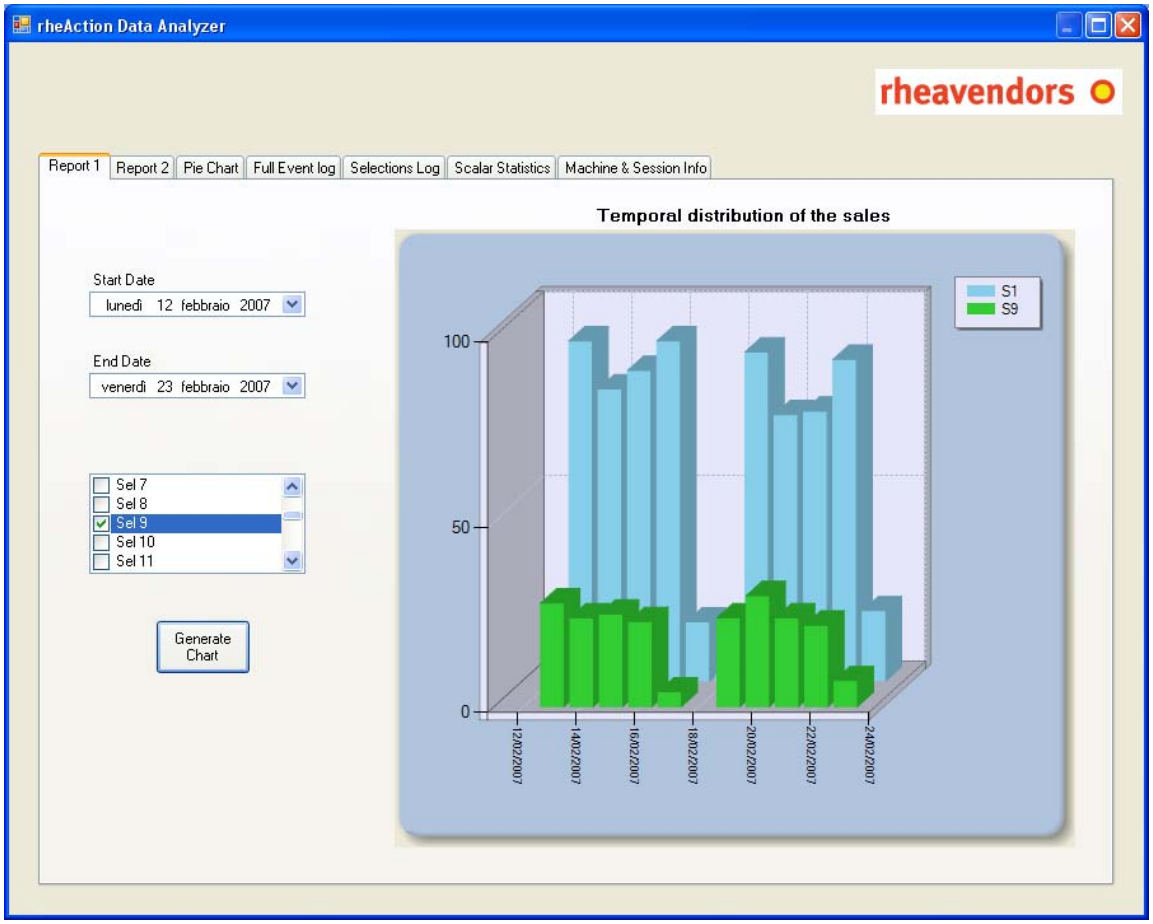


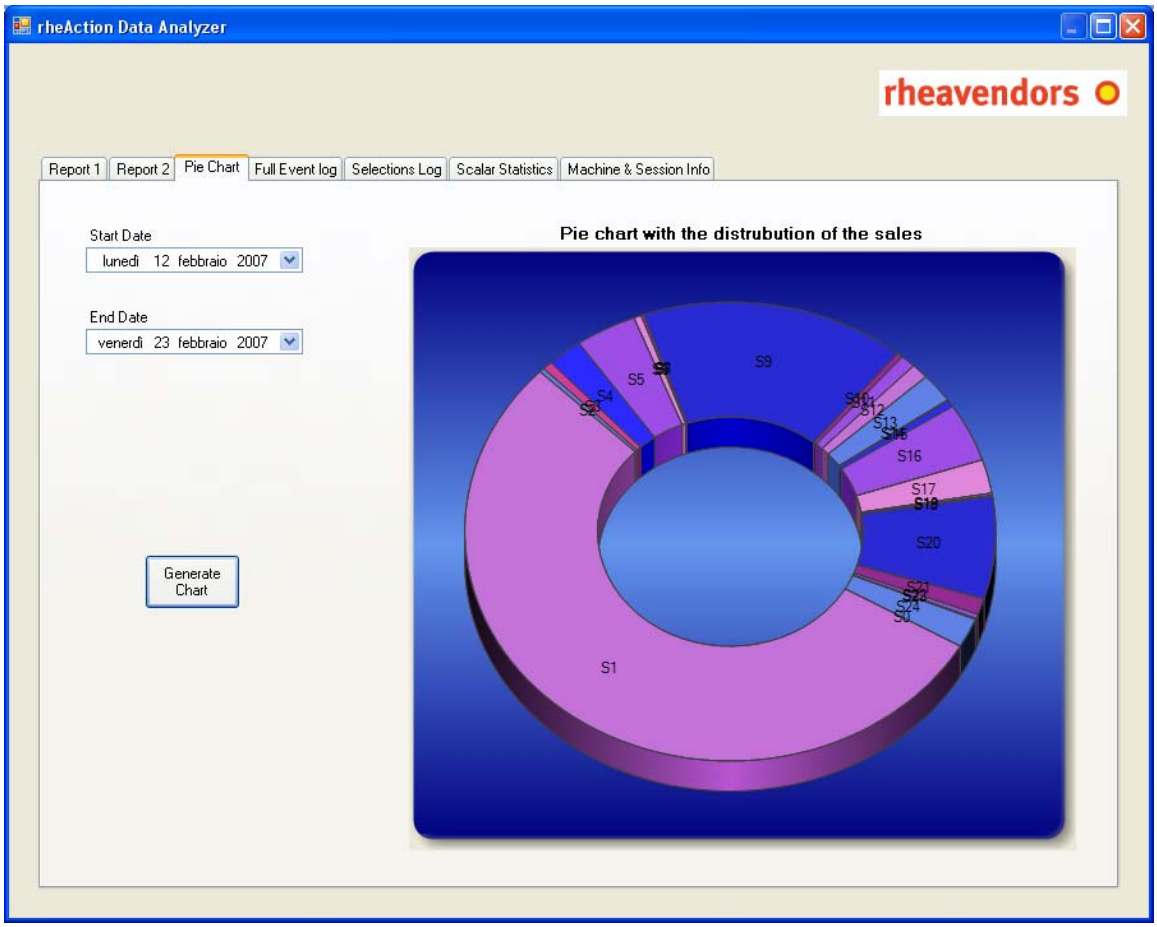
In brief, RDA is a powerful software that:

- Collects in a single database all the different acquisition sessions belonging to different VMCs
- Provides a wide series of reports, graphs and queries that enable the operator to obtain a detailed picture of what’s going on on his VMCs

Here's the steps in order to collect data in Extended data audit format:

1. Launch rheAction and click on the "Extended Data Audit" button
2. Insert a rheavendors flash card in your programmer and click "Config Memory Card for Ext. DAQ".
3. Remove the flash card from the programmer and insert it in proper connector of the CPU board of the VMC, when it's turned off
4. Turn on the VMC and leave the rheavendors flash card inside the VMC during its normal operation. If we consider a VMC that serves 100 selections per day (average value), using rheavendors flash card, it will be able to store data for 150 days (considering a VMC with 200 selections per day, it will be able to store data for 75 days...)
5. When you acquisition session is over, remove the flash card from the VMC, plug it in your programmer and read it pressing the "Read Memory card" button (within the "extended data audit" menu)
6. After the read, rheAction will save a ".exd" file that contains all the data belonging to this acquisition session
7. Using "rheAction Data Analyzer" you will be able to import the acquisition session (.exd file) in your database and analyze the collected data

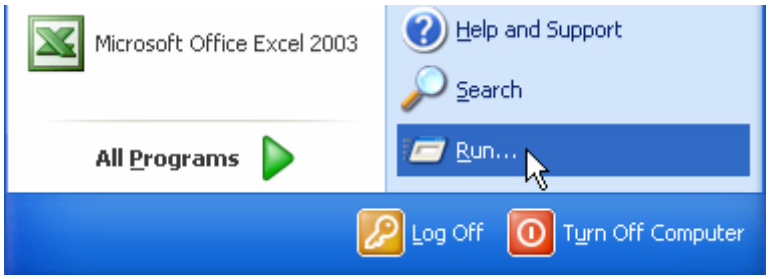



rheAction Data Analyzer
rheavendors
Report 1
Report 2
Pie Chart
Full Event log
Selections Log
Scalar Statistics
Machine & Session Info
Start Date
lunedì 12 febbraio 2007
End Date
venerdì 23 febbraio 2007
Generate Chart
Pie chart with the distrubution of the sales
S1
S4
S5
S9
S12
S13
S16
S17
S20

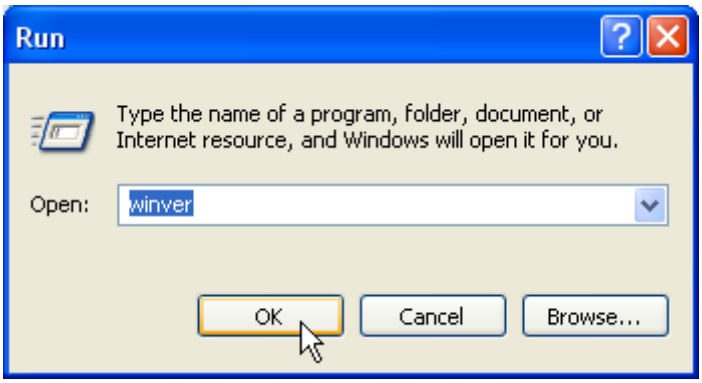
5 Appendix A: How to find out Windows version

In order to find out your operating system version you could use this procedure:

1. Click on “Start” and than “Run...”



2. Type “winver” within the textbox:



3. Look at the message box to find out your operating system version and service pack number: